



**DRAFT**

**Request for Proposal 06-55000**

Health Care Options

California Department of Health Services  
Office of Medi-Cal Procurement  
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## Table of Contents

A.	Purpose, Background and Description of Services.....	6
1.	Purpose.....	6
2.	Background.....	7
3.	Business Program Background.....	8
	HCO's Medi-Cal Managed Care Enrollment & Informing Programs .....	8
	Current Business Process.....	9
B.	Time Schedule .....	14
C.	Contract Term .....	15
D.	Proposer Questions .....	15
1.	What to include in an inquiry .....	16
2.	Question deadline .....	16
3.	CDHS Response Timeframes .....	16
4.	How to submit questions .....	17
5.	Proposer warning .....	18
6.	Verbal questions .....	18
E.	Data Library.....	18
1.	Location.....	18
2.	Appointments .....	18
3.	Proposer warning .....	19
4.	Contents.....	20
5.	Obtaining Copies of Library Materials .....	20
F.	Pre-Proposal Conference.....	20
G.	Reasonable Accommodations .....	21
H.	Letter of Intent and Request for Inclusion on Mailing List .....	21
1.	Letter of Intent – General information .....	21
2.	Submitting a Letter of Intent .....	21
3.	Request for Inclusion on Mailing List – General Information.....	22
5.	Proposer warning .....	22
I.	Scope of Work.....	22
J.	Qualification Requirements .....	23
K.	Proposal Format and Content Requirements.....	24
1.	General instructions .....	24
2.	Format requirements.....	24
3.	Content requirements.....	25
a.	<u>Proposal Cover Page</u> .....	25
b.	<u>Table of Contents</u> .....	26

c. <u>Technical Proposal Transmittal Letter</u> .....	26
d. <u>Executive Summary Section</u> .....	26
e. <u>Agency Capability section</u> .....	27
f. <u>Management Plan section</u> .....	28
g. <u>Project Personnel section</u> .....	29
h. <u>Facilities and Resources section</u> .....	33
i. <u>Financial Stability Plan Section</u> .....	33
1) Basic Content .....	34
2) Certification .....	34
3) Guaranty Provisions .....	34
j. <u>Work Plan section</u> .....	35
1) Overview .....	35
2) Rejection of tasks, activities or functions .....	35
3) Work Plan content .....	35
5) Work Plan Submission Requirements .....	36
k. <u>Appendix section</u> .....	41
l. <u>Forms section</u> .....	42

L.	Cost Proposal Format and Content Section.....	44
1.	General Instructions .....	44
2.	Format Requirements .....	44
3.	Restrictions on Bid Price Forms Using Base Volume Method of Payment (BVMP).....	45
4.	Cost Proposal Bid Price Forms .....	47
M.	Proposal Submission .....	50
1.	General Instructions .....	50
f.	Proposer warning .....	50
2.	Proof of timely receipt .....	50
3.	Proposer costs .....	51
N.	Evaluation and Selection.....	51
1.	Stage 1 – Required Attachment / Certification Checklist review .....	51
2.	Stage 2 – Technical Proposal Evaluation/Scoring .....	52
4.	Stage 3 - Additional Contractual Services (ACS) Initial Review.....	53
5.	Stage 4 - Cost Proposal Evaluation .....	54
6.	Stage 5 – Combining Narrative Proposal Score and Cost Section Score.....	55
7.	Stage 6 – Adjustments to Score Calculations for Bidding Preferences.....	55
8.	Stage 7 – Calculating the Total Proposal Score .....	56
O.	Technical Proposal Rating Factors .....	56
1.	Executive Summary .....	56
2.	Agency Capability .....	56
3.	Management Plan .....	57
4.	Project Personnel.....	57
5.	Facilities and Resources .....	59
6.	Financial Stability .....	59
P.	Bid Requirements and Information.....	87
1.	Nonresponsive proposals.....	87
2.	Proposal modifications after submission.....	88
3.	Proposal mistakes.....	88
4.	Withdrawal and/or Resubmission of Proposals.....	88
a.	Withdrawal deadlines .....	88
b.	Submitting a withdrawal request .....	88
c.	Resubmitting a proposal.....	89
5.	Contract award and protests .....	89
a.	Contract award .....	89
b.	Settlement of Ties .....	90
c.	Protests .....	90

6. Disposition of proposals .....	92
7. Inspecting or obtaining copies of proposals .....	93
a. Who can inspect or copy proposal materials.....	93
b. What can be inspected / copied and when.....	93
c. Inspecting or obtaining copies of proposal materials .....	93
8. Verification of Proposer information .....	93
9. CDHS rights .....	93
a. RFP corrections.....	93
b. Collecting information from Proposers/Clarification Process .....	94
c. Immaterial proposal defects .....	95
d. Correction of clerical and/or mathematical errors.....	95
e. Right to remedy errors.....	95
f. No Contract award or RFP cancellation .....	95
g. Contract amendments after award .....	95
h. Proposed use of subcontractor(s) and/or independent consultant(s).....	96
i. Staffing changes after Contract award .....	96
Q. Bidding Certification Clauses .....	96
1. Certificate of Independent Price Determination .....	96
2. Debarment and Suspension Certification.....	96
3. Lobbying Restrictions and Disclosure .....	97
R. Preference Programs .....	98
1. Small Business / Microbusiness Preference .....	98
2. Non-Small Business Subcontractor Preference .....	98
3. Nonprofit Veteran Service Agency (NVSA) Small Business Preference.....	99
4. Local Military Base Recovery Area (LAMBRA) Act Preference .....	99
S. Contract Terms and Conditions .....	100
1. Sample Contract forms / exhibits .....	100
2. Unanticipated tasks.....	101
3. Resolution of language conflicts (RFP vs. final agreement) .....	101
T. Required Attachments	

<b>Attachment #</b>	<b>Attachment Name</b>
Attachment 1	Proposal Cover Page
Attachment 2	Required Attachment / Certification Checklist
Attachment 3	Business Information Sheet
Attachment 4	Client References
Attachment 5	RFP Clause Certification

<b>Attachment #</b>	<b>Attachment Name</b>
Attachment 6	CCC 1005 - Certification
Attachment 7	Payee Data Record
Attachment 8	Follow-on Consultant Contract Disclosure
Attachment 9	DVBE Instructions / Forms with Attachment 9a, Actual DVBE Participation and Attachment 9b, Good Faith Effort
Attachment 10	Non-Small Business Subcontractor Preference Instructions with Non-Small Business Subcontractor Preference Request (Attachment 10a) and Small Business Subcontractor/Supplier Acknowledgment (Attachment 10b). Use the forms included with the RFP forms.
Attachment 11	Target Area Contract Preference Act (TACPA) Request
Attachment 12	Enterprise Zone Act (EZA) Preference Request
Attachment 13	Voluntary Letter of Intent
Attachment 14	Request For Inclusion on the Mailing List
Attachment 15	Conflict of Interest Compliance Certificate
Attachment 16-1	Takeover Bid Price Form
Attachment 16-2	Operations Bid Price Form-Enrollment/Disenrollment Transactions
Attachment 16-3	Operations Bid Price Form-HCO Informing Packets Mailings
Attachment 16-4	Operations Bid Price Form-Telephone Call Center
Attachment 16-5	Comsolidated Operations Bid Price Form
Attachment 16-6	Hourly Reimbursement Bid Price Form-Enrollment Services Representatives
Attachment 16-7	Turnover Bid Price Form
Attachment 16-8	Additional Contractual Services Bid Price Form
Attachment 16-9	Medi-Cal Publication Bid Price Form
Attachment 16-10	Total Evaluation Bid Price Form
Attachment 16-11	Price Proposal Form-Change Orders, Amendments and System Development Notices
Attachment 16-12	Price Proposal Form-Speical Projects
Attachment 16-13	Bid Allocation Worksheet
Attachment 16-14	Cost Proposal Response Guide

## U. Sample Contract Forms / Exhibits

<b>Exhibit #</b>	<b>Exhibit Name</b>
Exhibit A1	Standard Agreement
Exhibit A	Scope of Work
Exhibit A-Attachment I	Takeover
Exhibit A-Attachment II	Operations
Exhibit A-Attachment III	Turnover
Exhibit A-Attachment IV	Additional Contractual Services
Exhibit B	Budget Detail and Payment Provisions
EXHIBIT B-1	HCO Budget Detail Payment Provisions
EXHIBIT B-1a	Base Volume Method of Payment Volumes-Enrollment/Disenrollment
EXHIBIT B-1b	Base Volume Method of Payment Volumes-HCO Informing Packets
EXHIBIT B-1c	Base Volume Method of Payment Volumes-Telephone Call Center
EXHIBIT B-2	Medi-Cal Publication Budget Detail Provisions
Exhibit C – View on-line.	General Terms and Conditions (GTC 306). View or download at this Internet site: <a href="http://www.ols.dgs.ca.gov/Standard+Language/default.htm">http://www.ols.dgs.ca.gov/Standard+Language/default.htm</a>
Exhibit D (F)	Special Terms and Conditions
Exhibit E	Additional Provisions
Exhibit F	Contractor's Release
Exhibit G	Travel Reimbursement Information
Exhibit H	HIPAA Business Associate Addendum

## V. Program Appendices

<b>Appendix #</b>	<b>Appendix Name</b>
Appendix 1	Glossary
Appendix 2	Data Library Index
Appendix 3	Driving & Parking Instructions to CDHS/OMCP

## A. Purpose, Background and Description of Services

## 1. Purpose

The California Department of Health Services (CDHS or Department), Office of Medi-Cal Procurement, is soliciting proposals from firms that are able to conduct enrollment broker services for the California Medi-Cal population. This RFP solicits proposals for the takeover, operation, and eventual turnover of the California Health Care Options (HCO) Program. This includes the provision of services which the vendor may propose that meet the HCO business requirements and performance outcomes that will effectively and efficiently enroll Medi-Cal beneficiaries into, and disenroll them from, managed care plans, while improving services to the Medi-Cal program beneficiaries, Federal and State of California (users who access the HCO Program, and other interested parties. Proposals must address all of the services described in Exhibit A entitled, "Scope of Work."

The Office of Medi-Cal Procurement intends to make a single contract award to the most responsive and responsible firm earning the highest score. This procurement is open to all eligible firms and/or individuals that meet the qualification requirements, including commercial businesses, nonprofit organizations, State or public universities (including auxiliary organizations) and other entities.

## **2. Background**

### **General Information**

In July of 1965, amendments authorizing the creation of the Medicare and Medicaid programs were added to the federal Social Security Act. Titles XVIII and XIX of the Act contained the Medicare and Medicaid amendments, respectively. The Medicaid program was established to provide federal matching funds to the states for the provision of health care to low-income Americans for whom other forms of health insurance were unavailable. California passed legislation authorizing the creation of a Title XIX program in November of 1965, and in March of 1966, California's Medicaid program, known as "Medi-Cal," went into operation.

Prior to the creation of Medi-Cal, Californians who were unable to pay for health care received services through a variety of programs administered by the various counties. At first, Medi-Cal began augmenting these programs by providing recipients of public assistance with a single statewide source of limited medical and dental care.

In the years since its inception, Medi-Cal has expanded significantly, both in terms of the scope of services it offers, and the population groups it serves. By 1971, growing caseloads, service utilization rates, and hospital costs had fueled a steep rise in the cost of the program. The Legislature responded by passing the Medi-Cal Reform Plan (MRP) in October of 1971 (Chapter 577, Statutes of 1971). This Statute authorized the development of an equitable statewide eligibility system, a uniform schedule of benefits, a strong system of utilization and quality controls, and improvements in the program's health care delivery and financing.

Despite the improvements brought about by the MRP, the need for cost containment and improved access and quality controls continued, leading to the eventual replacement of the traditional fee-for-service (FFS) delivery system with managed care systems in sixteen (16) of California's most populous counties.

Medi-Cal now provides more than twenty percent (20%) of California's residents with a broad scope of health care services through an extensive network of public and private health care providers. County hospitals and health systems, academic medical centers, community clinics, nursing homes, physicians, dentists, and a broad spectrum of home and



community based providers serve the state's Medi-Cal beneficiaries. These services are available to a wide range of low-income Californians, regardless of whether they receive other forms of public assistance. More than half of the program's funds are used to provide services to the elderly and disabled, and to Californians who do not receive other forms of public assistance. Despite its continued growth, the primary goal of the Medi-Cal program has remained unchanged: the provision of health care services to those with no alternative sources of coverage. Medi-Cal is funded through matching state and federal revenues.

The California Department of Health Services (CDHS or Department) Medi-Cal Managed Care Division (MMCD) and Medi-Cal Dental Services Branch (MDSB) set policies based on mandated relevant state and federal legislation and regulation and are responsible for the overall management of medical and dental health plans respectively. The Health Care Options (HCO) Section provides onsite oversight for the contractor performing Medi-Cal enrollment services for Medi-Cal Managed Care and Dental Managed Care.

### **3. Business Program Background**

#### **HCO's Medi-Cal Managed Care Enrollment & Informing Programs**

The HCO was created in response to various state and federal mandates requiring either the state itself, or an entity under contract with the state, to provide Medi-Cal beneficiaries, residing in certain Medi-Cal managed care service areas, with full and objective information about the health care options available to them. The state, or its contractor, was also required to process enrollment and disenrollment transactions for the managed care health plans, in these service areas.

Medi-Cal managed care is currently delivered through three (3) primary managed care models; two of which are served by the HCO Program: the Two-Plan Model and the Geographic Managed Care (GMC) Model. The third model, County Organized Health System (COHS) is not served by the HCO Program.

Two-Plan Model: In a two-plan county, one managed care plan is locally developed, known as a Local Initiative (LI), and the other is a private sector Managed Care plan, known as a Commercial Plan (CP). Medi-Cal beneficiaries who receive public assistance through or are linked to the California Work Opportunity and Responsibility to Kids (CALWORKs) program must enroll in either the LI or the CP. Other categories of beneficiaries, such as seniors and people with disabilities (SPD), may enroll voluntarily. The state pays for the services provided by the LI and the CP through a capitated rate system (per member per month). Twelve (12) of California's Medi-Cal managed care counties currently operate under the Two-Plan model.

GMC: Under the GMC model, the state contracts with a number of commercial managed care plans to serve a specific geographic region and pays for services those plans provide on a capitated basis. Plans negotiate their contracts with the California Medical Assistance Commission. Beneficiary enrollment in a plan is mandatory for the CALWORKs and CALWORKs linked population. Other categories of Medi-Cal beneficiaries, including SPD's, may voluntarily enroll into these plans. GMC programs have been implemented in Sacramento County (1994) and San Diego County (1998).

Special Project Plans: Medi-Cal beneficiaries are also served by several smaller specialized plans which are tracked within the HCO operations. These include Prepaid Health Plans

(PHPs), Primary Care Case Management systems (PCCMs), and plans designated as special projects.

Regardless of model type, providers must have a contract with a Medi-Cal health plan, as part of the provider network, before they can serve Medi-Cal managed care enrollees. However, emergency, family planning, mental health and certain carved out services do not require contracts with health plans.

COHS: Under the COHS model, which was established in 1982, enrollment in a county-run managed care plan is mandatory for the Medi-Cal population residing in that county. Because the county-operated plan is the only managed care plan available in a COHS county, Medi-Cal and COHS enrollment occurs concurrently in these counties. Counties negotiate their COHS contracts with the California Medical Assistance Commission (CMAC) and are paid on a capitated basis. COHS is not part of the HCO Managed Care Program.

The CDHS, one of the California Health and Human Services Agency departments, administers the Medi-Cal Managed Care Program. The Medi-Cal Managed Care Program as a whole is the responsibility of the Department's Medical Care Services (MCS). Medi-Cal managed care policy is administered through the Medi-Cal Managed Care Division (MMCD) and the Medi-Cal Dental Services Branch (MDSB). The Health Care Options Section, known organizationally as "HCO," supports the Medi-Cal managed care informing and enrollment/disenrollment functions with policy guidance from MMCD and MDSB. HCO is also responsible for the day-to-day administration and oversight of the current enrollment contractor. HCO is housed in the Payment Systems Division (PSD), one of five MCS divisions.

Medi-Cal enrollment has and will continue to increase as California's population grows. Managed care enrollment will also increase proportionally, placing a larger workload on the HCO and supporting systems. Enrollment of beneficiaries into the Medi-Cal Managed Care Program improves access to care and ensures quality and better health outcomes. Managed care enrollment will also increase as additional counties convert to managed care. Managed care enrollment continues to increase due to the additional counties and population, HCO informing and enrollment/disenrollment responsibilities will increase proportionally in order to keep abreast with the growth in managed care.

### **Current Business Process**

The HCO business processes are currently supported by the incumbent enrollment contractor's proprietary systems. Under the approach used under the current contract, the incumbent contractor performs functions in the manner described below. The Internal Operations/Administration Unit, External Operations Unit, and Systems Support Unit of the HCO Section oversee tasks within each of the following core business processes:

#### Eligibility Information Processing

The Medi-Cal Eligibility Data System (MEDS) triggers the automated enrollment process supported by the current enrollment contractor. MEDS is a system operated and maintained by the CDHS Information Technology Services Division (ITSD) to provide a central database of all beneficiaries enrolled in California's health and welfare programs.

On a daily basis, MEDS generates a “daily eligibles file” of beneficiaries who are determined to be eligible for managed care (sometimes referred to as “newly eligible”) based on county code, aid code, eligibility status, address and other health coverage codes. County eligibility workers enter this data into MEDS. The enrollment contractor system receives the file nightly from ITSD.

On a monthly basis, MEDS generates a “reconciliation file” of existing beneficiaries, which is used to synchronize MEDS and the enrollment contractor system beneficiary data.

### Informing Process

The current enrollment contractor is responsible for providing information to beneficiaries to assist them in making an informed managed care health plan choice. After delivering the appropriate notification to eligible beneficiaries, the current enrollment contractor offers an HCO information presentation, for potential enrollees and beneficiaries, in each designated region in the Two-Plan and GMC counties. All eligible beneficiaries within the managed care counties are sent a description of their enrollment choices, if they have not made an enrollment choice. In addition, enrolled beneficiaries affected by changes (such as county or aid code) that impact their current enrollment must be notified of the change and their new enrollment choices. The enrollment contractor performs an evaluation of each beneficiary to determine the type of notification to be sent, based on aid code, zip code, language and county code. For example, aid code indicates whether the beneficiary is mandatory or voluntary for enrollment, while county code indicates health plans that are available to the beneficiary.

### Enrollment Process

The beneficiary completes a Medi-Cal Choice form and submits it to the local enrollment contractor Enrollment Service Representative (ESR), or mails it to the current enrollment contractor. ESRs forward the forms to the enrollment contractor for enrollment processing.

Beneficiaries with mandatory aid codes have 45 calendar days from the mailing date to respond to the initial notification (Intent to Assign packets) of enrollment status. An “Intent to Default” letter is system generated and sent to the beneficiary, with a mandatory aid code, if no response is received after 13 days. This letter reminds the beneficiary to make a plan choice or one will be assigned on a specified date. If beneficiaries do not select a plan by the 45<sup>th</sup> day, they are assigned (or defaulted) to a health plan.

Enrollment requests are processed within the required contractual timeframes to ensure the proper enrollment of the beneficiary. The enrollment contractor sends a daily transaction file to MEDS so that affected MEDS records can be updated with the new HCO enrollment status.

Upon completion of enrollment processing, the final outcome is to be reported to the beneficiary. Beneficiaries enrolled into plans receive a system-generated confirmation letter indicating health plan enrollment status. Beneficiaries who are denied enrollment receive a denial letter indicating the reason for denial. If the Medi-Cal Choice form is found to be incomplete, the beneficiary receives a letter indicating the errors or omissions found during processing. Most health plans are notified on a weekly basis of the enrollments through official notification to all plans via the Fiscal Intermediary Access to MEDS (FAME) file, created at ITSD, which holds the enrollment status data.

Annually, the enrollment contractor sends beneficiary information to mandatory, voluntary, and FFS beneficiaries regarding health care options and their plan of choice.

### Disenrollment Process

Disenrollment is defined as the process by which a member's access to services through a managed care plan is terminated. HCO is tasked with disenrolling members of health plans according to the regulations applicable to the beneficiary category. Beneficiary Disenrollment Choice forms are submitted by:

- Beneficiaries or authorized representatives using a Medi-Cal Choice form
- MMCD, MDSB or authorized representative using an internal request form, memo or e-mail
- MEDS via the daily eligibility file or the monthly reconciliation file
- Providers via a medical or non-medical exemption request

Disenrollment requests (Choice forms) are forwarded to the enrollment contractor for processing in four main formats: Medi-Cal Choice forms, internal forms, electronic files, or memos from the Department. The enrollment contractor reviews the disenrollment or memos for accuracy and completeness. Disenrollment requests are processed within the required contractual timeframes to ensure the timely disenrollment of the beneficiary.

Upon completion of processing, the beneficiaries are notified in writing of the disposition of their disenrollment request. The health plans are notified of the disenrollments on a weekly basis.

### Exemption Process

Mandatory beneficiaries meeting specific criteria may request an exemption to plan enrollment for up to 12 months for medical and up to 24 months for dental coverage allowing them to remain in the FFS program. For non-medical exemptions (such as Indian and Waiver programs), approved exemptions allow the beneficiary to receive services from the applicable program or service (such as Indian Health Facilities) via the FFS program.

The beneficiary initiates the exemption process by completing the beneficiary portion of the medical exemption form and forwards it to the FFS provider for completion. This form is provided in the enrollment packet or requested via phone. Exemption forms are also used to request an extension of an approved exemption. All exemption forms are received by the enrollment contractor via facsimile or mail from FFS physicians (including dentists) and hospitals/clinics.

HCO manually reviews all forms submitted to ensure legibility and completion of required information as well as to verify the beneficiary's eligibility and the validity of the FFS provider (i.e., the provider must be authorized to offer FFS services).

Completed requests for exemption are reviewed against Department requirements for exemption consideration. Programs (such as MMCD for medical, MDSB for dental) are responsible for reviewing the majority of exemption requests. The review process considers all applicable Department-defined criteria to render a final outcome of approval or denial.

The beneficiaries, provider, and health plan are notified of the final outcome and MEDS is updated as well.

### Fair Hearings

Applicants, or beneficiaries, have the right to request a hearing if they are dissatisfied with any action or inaction by a county, the Department, or any person or organization acting on behalf of the county or the Department relating to Medi-Cal eligibility or benefits. The Office of the Ombudsman (for medical) and Beneficiary Services (for dental) are the primary organizations responsible for researching and investigating these claims. They attempt to resolve the claim prior to fair hearing by compiling the appropriate documentation for the hearing, representing the Department at the hearing, and ensuring all appropriate actions are taken as a result of the hearing outcome.

HCO supports the fair hearing process by providing supporting documentation to the Office of Ombudsman and to Beneficiary Services. The supporting documentation assists staff in completing their position statements for the hearing. It is essential that these requests are completed in a timely manner and provide the most complete, accurate picture of all information known about the beneficiary. This information is critical to ensuring that the Department presents an accurate case associated with the beneficiary.

### Informing Materials Control Binders Process

The Informing Materials Control Binders system is a manual business process that maintains the most current copy and a list, identified as the Table of Contents (TOC), of all informing materials approved by HCO. Informing materials are written documents used for communication to beneficiaries about the Medi-Cal Managed Care Programs (e.g. instruction booklets, informing packets, enrollment/disenrollment forms, letters, and special letters). The most current approved informing materials and TOC are controlled documents and are kept in control binders.

The control binders are divided into three main categories: informing packets, annual re-notification, and all other informing materials. The control TOC of all current informing materials is maintained for each control binder. A control binder containing the current informing materials in all approved threshold languages is maintained for each county. The enrollment contractor is responsible for maintaining and updating the control binders within one business day following any revision to any informing document. A log is used to record and validate updates to the control binders. This log is called the Revision History Log.

### Call Center

The Call Center is a centrally located customer service center staffed with the enrollment contractor Customer Service Representatives (CSR), who accepts toll-free calls from an actual or potential beneficiary regarding their eligibility status and enrollment information. The CSR also receives customer complaints that, if not resolved, are forwarded to the enrollment contractor Research Unit for resolution, or the office of the Ombudsman of Beneficiary Services at CDHS, if necessary. Health plans and providers contact the Call Center to obtain enrollment verification or provide updates, if applicable.

### Reports

The current enrollment contractor generates system and manually created reports for HCO. There are many processes used to retrieve data from the current enrollment systems.

There are a number of additional sub-processes that support the core business processes including the following:

- Problem Correction System

- Document Management System
- Mail House
- Mail Room
- Invoicing
- Research
- Contracts
- Quality Assurance
- Records Retention
- Training

### **Programmatic Issues**

The State will require the selected Contractor to meet or exceed the business and performance requirements appearing in this RFP. Based on historic trends, the State anticipates that the Contractor will be called upon to revise and expand the services it provides over the life of this Contract. As this RFP is being prepared, the State is developing options for expanding medical managed care services to 13 additional counties and a larger population of beneficiaries.

It is important that the selected Contractor have the capability to not only meet the current needs and business requirements of California's Medi-Cal managed care programs, but also be sufficiently flexible to meet future needs and business requirements as they are identified. Since quality is of paramount importance to the State, the selection of the Contractor during this procurement will be based on a scoring approach in which price alone will not determine the highest score obtained. Ability to revise or expand operations efficiently, implement innovative informing strategies and effectiveness of proposed quality assurance and problem correction process, and other factors will also be considered.

A number of innovative features are included in the RFP. It is, therefore, critical that prospective bidders carefully read, study, analyze, and understand all sections and provisions of the RFP. Although the entire RFP is critical, the main departures from the current HCO Contract occur in the following areas:

#### Medi-Cal Expansion

HCO is currently responsible for 18 service areas: 14 2-Plan and GMC counties, 2 voluntary counties and several "carved-out" areas. Expansion of the Medi-Cal Managed care program, a major component of Medi-Cal Redesign, approved in the 2005-2006 Budget Act, requires the HCO Program to be expanded into five (5) or more new counties in which Medi-Cal is currently only available through the fee-for-service (FFS) delivery system. Following the proposed expansion, HCO will service new 2-plan, GMC and regional county models. Currently, expansion is projected to begin in Spring 2008 and be fully implemented in Fall 2009.

#### Payment Provisions

The payment provisions in this Contract will be structured to accommodate a changing and expanding Medi-Cal managed care program. Bidders will be required to submit pricing schedules covering a wide range of operational capacities over the life of the Contract. These schedules will reduce or eliminate the need for price negotiations for operations expansions or contractions within the bid range. This will make it possible for the Contractor

to respond much more quickly to the State's need to revise and expand (or contract) the Medi-Cal managed care HCO operations.

#### HIPAA Compliance

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) promulgated specific standards for Electronic Data Interchange (EDI), uniform national health data and health information privacy and security standards, which apply to the Medi-Cal program. The Contractor's Health Plan Enrollment (HPE) system must be fully compliant with all HIPAA regulations which apply to the HCO program. As new HIPAA regulations affecting HCO are finalized (such as the National Provider Identifier (NPI)), the Contractor's HPE system must become compliant. In addition, the Contractor may be required to assess and certify that its operations are HIPAA-compliant on an annual basis.

#### Document Management Database Process

The Contractor will be required to fully implement an electronic document management process to house all documents related to this Contract. These documents must be accessible from multiple locations throughout the state to all authorized State and Contractor users within the specified performance requirements.

#### Quality Assurance

The Contractor will be required to develop and implement quality assurance (QA) procedures covering all operational areas. All QA procedures must be consistent with current industry standards, and must be implemented by a department that is organizationally independent from the operational areas it evaluates. The State will closely oversee the Contractor's QA processes, and will make full invoice payment contingent upon the Contractor's success at meeting all established QA performance measures.

#### Health Plan Enrollment (HPE) System

The Contractor will be required to fully implement an HPE system using available, non-proprietary enabling technologies. The Contractor will own and operate this HPE system throughout the term of the Contract, and will retain ownership following Contract expiration. This HPE system will be designed to allow State staff and other users the most complete access possible, to capture and retain detailed beneficiary status information throughout the term of the Contract, and to provide State staff with flexible, easy-to-use reporting and information access.

## **B. Time Schedule**

Below is the tentative time schedule for this procurement.

<b>Event</b>	<b>Date</b>	<b>Time (If applicable)</b>
RFP Released	TBD	
Questions Due	TBD	
Voluntary Pre-Proposal Conference	TBD	
Voluntary Letter of Intent	TBD	

Event	Date	Time (If applicable)
Proposal Due Date	TBD	
Notice of Intent to Award Posted	TBD	
Protest Deadline	TBD	
Contract Award Date	TBD	
Proposed Start Date of Agreement	TBD	

### C. Contract Term

- The term of the Contract shall be thirty-nine (39) months.

CDHS may extend the Operations phase with up to three (3), one- (1-) year optional extension phases.

The agreement term may change if CDHS makes an award earlier than expected or if CDHS cannot execute the agreement in a timely manner due to unforeseen delays.

The resulting contract will be of no force or effect until it is signed by both parties and approved by the Department of General Services, if required. The Contractor is hereby advised not to commence performance until all approvals have been obtained. If performance commences before all approvals are obtained, the State will construe those services as having been volunteered.

### D. Proposer Questions

Immediately notify CDHS if clarification is needed regarding the services sought or questions arise about the RFP and/or its accompanying materials, instructions, or requirements. Put the inquiry in writing and transmit it to DHS as instructed below. At its discretion, DHS reserves the right to contact an inquirer to seek clarification of any inquiry received.

Proposers that fail to report a known or suspected problem with the RFP and/or its accompanying materials or fail to seek clarification and/or correction of the RFP and/or its accompanying materials shall submit a proposal at their own risk. In addition, if awarded the contract, the successful proposer shall not be entitled to additional compensation for any additional work caused by such problem, including any ambiguity, conflict, discrepancy, omission, or error.

A proposer that desires clarification about specific RFP requirements and/or whose inquiry relates. In addition, if awarded the contract, the successful Proposer shall not be entitled to sensitive issues or proprietary aspects of a proposal may submit individual inquiries that are marked "Confidential." The Proposer must include with its inquiry an explanation as to why it believes questions marked "Confidential" are sensitive or surround a proprietary issue.

If an inquiry appears to be unique to a single firm or is marked "Confidential", CDHS will mail, e-mail or fax a response only to the inquirer if CDHS concurs with the Proposer's claim that the inquiry is sensitive or proprietary in nature. If CDHS does not concur, the inquiry will be answered in the manner described herein and the Proposer will be so notified. Inquiries and/or



responses that CDHS agrees should be held in confidence shall be held in confidence only until the Notice of Intent to Award is posted.

To the extent practical, inquiries shall remain as submitted. However, CDHS may consolidate and/or paraphrase similar or related inquiries.

### 1. What to include in an inquiry

- a. Inquirer's name, name of firm submitting the inquiry, mailing address, email address, area code and telephone number, and fax number.
- b. A description of the subject, issue in question, or discrepancy found.
- c. A notation of the RFP section, page number or other information useful in identifying the specific problem or issue in question.
- d. Remedy sought, if any.
- e. Format your inquiries as follows:

RFP Reference	Section	Page Number	Question
Example: Use "General" if a general question or "RFP" if the question deals with a section within the RFP or "Exhibit A", "Exhibit A, Att I", "Exhibit B", "Exhibit B, Att I", "Attachment 1", etc.	Indicate the section number or letter along with subsection or paragraph site identifiers	Example: 27 of 89	

A prospective proposer that desires clarification about specific RFP requirements and/or whose inquiry relates to sensitive issues or proprietary aspects of a proposal may submit individual inquiries that are marked "Confidential". The Inquirer must include with its inquiry an explanation as to why it believes questions marked "Confidential" are sensitive or surround a proprietary issue.

### 2. Question deadline

Proposers are encouraged to submit written inquiries about this RFP to CDHS no later than two (2) working days before the Pre-Proposal Conference date so answers can be prepared in advance. CDHS will accept written or faxed inquiries received by **4:00 p.m. on (TBD)**. At its discretion, CDHS may contact an inquirer to seek clarification of any inquiry received.

Notwithstanding the initial question submission deadline, CDHS will accept questions or inquiries about the following issues if such inquiries are received prior to the proposal submission deadline.

- a. DVBE participation requirements and how to complete the DVBE attachments,
- b. The reporting of RFP errors or irregularities.

### 3. CDHS Response Timeframes

- a. The Office of Medi-Cal Procurement (OMCP) will respond to all written questions received on or before (TBD). After that date, OMCP will respond only to written questions related to administrative bulletins or RFP addenda issued by OMCP or to written questions related to the issues set forth in the immediately preceding section 2. Written questions falling into these categories shall be answered in writing via the administrative bulletin process. Written questions related to administrative bulletins and/or RFP addenda received by the OMCP after 4:00 p.m. on (TBD), shall be governed by Paragraph b, below.
- b. If CDHS transmits administrative bulletins and/or RFP addenda by regular mail, Proposers will have eight (8) business days, after the day of mailing, to submit additional clarification questions. However, if CDHS elects to transmit the administrative bulletins and/or RFP addenda by fax or overnight mail, Proposers will have five (5) business days, after the day of faxing or mailing, to submit additional clarification questions. These questions must be submitted by facsimile or electronic mail.
- c. All administrative bulletins will state the question followed by CDHS' response, but not reveal the identity of the entity asking the question. Each bulletin and addendum will be assigned a number and will be mailed to those entities that have submitted a Request for Inclusion on Mailing List form (Attachment 12) and will also be posted on the OMCP's Web site at <http://www.CDHS.ca.gov/omcp>. If a Proposer has not submitted a Request for Inclusion on Mailing List form, it is the Proposer's sole responsibility to remain informed of the content and requirements released in bulletins and/or addenda.
- d. Administrative bulletins, once issued, become part of the RFP and must be read in conjunction with, and as part of, the complete document.
- e. Official CDHS responses are only those answers to questions and specification clarifications that are in writing and signed by the Chief of the Office of Medi-Cal Procurement or his/her designee. Any oral or informal inquiries, and any response or comment made thereto, will not in any way bind or obligate CDHS or otherwise extend any deadline in the procurement process.

#### 4. How to submit questions

Submit all questions in a sealed envelope. The exterior of the envelope must clearly state the following:

**QUESTIONS REGARDING RFP #06-55000  
FOR CALIFORNIA'S HEALTH CARE OPTIONS CONTRACT**

Submit inquiries using one of the following methods:

<b>U.S. Mail, Hand Delivery or Overnight Express:</b>	<b>Fax:</b>
<b>Questions RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement Steve Sodergren/Karissa Kanenaga MS 4200 1501 Capitol Avenue, 5th Floor P.O. Box 997413 Sacramento, CA 95899-7413	<b>Questions RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement Steve Sodergren/Karissa Kanenaga  <b>Fax: (916) 440-7369</b>

Proposers submitting inquiries by fax are responsible for confirming the receipt of all faxed materials by the question deadline.

Call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to confirm faxed transmissions.

## 5. Proposer warning

- a. CDHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If questions are mailed, consider using certified or registered mail and request a receipt upon delivery.
- b. For hand deliveries, including special courier and messenger services, allow sufficient time to locate on street metered parking and to check in at the lobby security station. Ask security personnel to call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to arrange for pickup and receipt issuance by OMCP staff (if required). Please refer to Appendix 3 for a map of the delivery location.
- c. Due to parking restrictions at this location, express delivery companies (Fed Ex, UPS, DHL, etc.) deliver to the building's loading dock area. CDHS' internal processing of express deliveries may add 24 hours or more to the delivery time, and should be considered when determining your shipping date and time.

## 6. Verbal questions

Verbal inquiries are discouraged. CDHS reserves the right to not accept or respond to verbal inquiries. **Spontaneous verbal remarks provided in response to verbal inquiries are unofficial and are not binding on CDHS unless later confirmed in writing.**

Direct all verbal requests for DVBE assistance to CDHS' DVBE Coordinator at (916) 650-0205 up to the proposal deadline.

## E. Data Library

A Data Library for the sole use of proposers has been established. The Data Library is accessible by appointment on CDHS working days, Monday through Friday from 8:00 a.m. to noon, and 1:00 p.m. to 4:00 p.m. Access to the Data Library is restricted to authorized proposers and/or their authorized representatives who have established an advance appointment through the process described below.

### 1. Location

CDHS will maintain the Data Library at the following location:

Office of Medi-Cal Procurement  
1501 Capitol Avenue, 5<sup>th</sup> Floor  
Sacramento, CA 95814

For a map and directions see Appendix 3.

### 2. Appointments

Appointments to access the Data Library may be arranged by contacting the Office of Medi-Cal Procurement in writing. Include the following information in your appointment request:

- a. Name of requestor
- b. Title

- c. Firm represented
- d. Telephone number
- e. Fax number
- f. Email address, if applicable
- g. Desired date of visit
- h. Desired time of visit

Submit appointment requests using one of the following methods:

<b>U.S. Mail, Hand Delivery or Overnight Express:</b>	<b>Fax:</b>
<b>Library Appointment RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement MS 4200 Steve Sodergren/Karissa Kanenaga 1501 Capitol Avenue, Suite 71.5131 P.O. Box 997413 Sacramento, CA 95899-7413	<b>Library Appointment RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement Steve Sodergren/Karissa Kanenaga  <b>Fax: (916) 440-7369</b>
<b>E-mail: <a href="mailto:omcprfp0@dhs.ca.gov">omcprfp0@dhs.ca.gov</a></b>	

Upon receiving a written request for an appointment to access the Data Library, OMCP will send the Proposer the necessary forms and instructions that outline the policies and requirements for using the Data Library. These include:

- a. Data Library Instructions
- b. Data Library Confidentiality Agreement
- c. List of Authorized Representatives Form

Once OMCP receives the Data Library Confidentiality Agreement and List of Authorized Representatives, OMCP staff will confirm the appointment date and time with the Proposer.

To obtain a copy of the Data Library Instructions and List, Data Library Confidentiality Agreement and List of Authorized Representatives Form, please contact OMCP in writing at the address specified above.

### 3. Proposer warning

- a. CDHS' internal processing of U.S. mail may add 48 hours or more to the delivery time.
- b. For hand deliveries, including special courier and messenger services, allow sufficient time to locate on street metered parking and to check in at the lobby security station. Ask security personnel to call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to arrange for appointment request pickup and receipt issuance by OMCP staff (if required). Please refer to Appendix 3 for a map of the delivery location.
- c. Due to parking restrictions at this location, express delivery companies (Fed Ex, UPS, DHL, etc.) deliver to the building's loading dock area. CDHS' internal processing of express deliveries may add 24 hours or more to the delivery time, and should be considered when determining your shipping date and time.

#### 4. Contents

The Data Library contains various documentation and information that proposers will find beneficial in the preparation of their proposal responses. The contents of the Data Library may be found in Appendix 2, Data Library Index.

Data Library materials may be periodically updated and additional documents may be added. Proposers that have requested access to the Data Library, or who have submitted a Request for Inclusion on Mailing List, will be notified of the additions and/or changes by way of written notice.

#### 5. Obtaining Copies of Library Materials

Some Data Library documentation will be available, upon written request, to be checked out and reproduced. All documentation shall be returned at the time specified by CDHS. To obtain documents issued by other government agencies, Proposers should contact those agencies directly. Examples of documents from other government agencies that Proposers may find helpful include California Legislative or Control Agency Reports.

#### F. Pre-Proposal Conference

CDHS will conduct a voluntary Pre-Proposal Conference in Sacramento on (TBD) beginning at (TBD) at the following location:

Prospective proposers that intend to submit a proposal are encouraged to attend the voluntary Pre-Proposal Conference. It shall be each prospective proposer's responsibility to attend the Pre-Proposal Conference promptly at (TBD). CDHS reserves the right not to repeat information for participants that join the conference after it has begun.

If a potential prime contractor is unable to attend the voluntary Pre-Proposal Conference, an authorized representative of its choice may attend on its behalf. The representative may only sign-in for one potential prime contractor. Subcontractors may represent a potential prime contractor at the voluntary Pre-Proposal Conference.

The voluntary Pre-Proposal Conference is a public event or meeting and anyone can attend.

The purpose of the conference is to:

1. Allow prospective proposers to ask questions about the services sought or RFP requirements and/or instructions.
2. Share the answers to general questions and inquiries received before and during the conference.

**Spontaneous verbal remarks provided in response to questions/inquiries are unofficial and are not binding on CDHS unless later confirmed in writing.**

Carefully review this RFP before the conference date to familiarize yourself with the qualification requirements, scope of work and proposal content requirements. Prospective proposers are encouraged to have their copy of this RFP available for viewing during the conference.

Refer to the RFP section entitled, "Proposer Questions" for instructions on how to submit written questions and inquiries before the conference date.

If CDHS is unable to respond to all inquiries received before and/or during the conference, CDHS will provide written answers shortly thereafter. CDHS reserves the right to determine

which inquiries will be answered during the conference and which will be answered later in writing.

After the conference, CDHS will summarize all general questions and issues raised before and during the conference and mail or fax the summary and responses to all persons who have submitted a Mandatory Request for Inclusion on Mailing List and to those who attended/participated in the conference. If an inquiry appears to be unique to a single firm or is marked "Confidential", CDHS will mail or fax a response only to the inquirer if CDHS concurs with the Proposer's claim that the inquiry is sensitive or proprietary in nature. If CDHS does not concur, the inquiry will be answered in the manner described herein and the Proposer will be so notified. Inquiries and/or responses that CDHS agrees should be held in confidence shall be held in confidence only until the Notice of Intent to Award is posted.

To the extent practical, inquiries shall remain as submitted. However, CDHS may consolidate and/or paraphrase similar or related inquiries.

Conference attendees are responsible for their costs to attend/participate in the conference. Those costs cannot be charged to CDHS or included in any cost element of the Proposer's price offering.

#### **G. Reasonable Accommodations**

For individuals with disabilities, the Department will provide assistive services such as sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of Bidders Conference handouts, Request for Proposal, questions/answers, RFP Addenda, applicable library materials, or other Administrative Notices into Braille, large print, audiocassette, or computer disk. To request such services or copies in an alternate format, please call the number below no later than (TBD) to arrange for reasonable accommodations.

Steve Sodergren/Karissa Kanenaga  
Office of Medi-Cal Procurement  
Program telephone number (916) 552-8006  
(TTY) California Relay telephone number 711-1-800-735-2929

NOTE: The range of assistive services available may be limited if requests are received less than ten CDHS working days prior to the conference date or prior to the date the alternate format material is needed.

#### **H. Letter of Intent and Request for Inclusion on Mailing List**

##### **1. Letter of Intent – General information**

Prospective proposers are asked to voluntarily indicate either their intention to submit a proposal or to indicate the reason(s) for not submitting a proposal. Failure to submit a Letter of Intent will not affect the acceptance of any proposal. The Letter of Intent is not binding and prospective proposers are not required to submit a proposal merely because a Letter of Intent is submitted. **Use the Letter of Intent (Attachment 11) for this purpose.**

##### **2. Submitting a Letter of Intent**

CDHS requests that the Voluntary Letter of Intent be delivered by **4:00 p.m. on** (TBD)

Submit the Letter of Intent using one of the following methods.

<b>U.S. Mail, Hand Delivery or Overnight Express:</b>	<b>Fax:</b>
<b>Letter of Intent RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement MS 4200 Steve Sodergren/Karissa Kanenaga 1501 Capitol Avenue, 5 <sup>th</sup> Floor P.O. Box 997413 Sacramento, CA 95899-7413	<b>Letter of Intent RFP 06-55000</b> California Department of Health Services Office of Medi-Cal Procurement Steve Sodergren/Karissa Kanenaga  <b>Fax: (916) 552-8006</b>

Proposers transmitting a Letter of Intent by fax are responsible for confirming the receipt of the faxed Letter of Intent.

Call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to confirm faxed transmissions.

### 3. Request for Inclusion on Mailing List – General Information

CDHS recognizes that not all Interested Parties will want to continue receiving updates concerning this RFP. In addition, printing and mailing updates to all interested parties on the mailing list is costly to CDHS. Therefore, please be advised that while the Letter of Intent is voluntary, CDHS will continue to provide automatic updates about the RFP only to prospective Proposers who have provided a Request for Inclusion on Mailing List form, Attachment 11.5. Regardless of delivery method, this form is due by 4:00 p.m. on TBD.

It is incumbent upon any Proposer who has not submitted the Request for Inclusion on Mailing List form, but intends to bid on this Contract, to monitor the OMCP website at <http://www.CDHS.ca.gov/omcp> for any administrative bulletins and/or RFP addenda updates to the RFP.

A Proposer may also call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to request any administrative bulletins and/or RFP addenda updates to the RFP.

### 4. Submitting a Request for Inclusion on Mailing List

Submit the Request for Inclusion on Mailing List form using one of the methods described in 2 above.

### 5. Proposer warning

- CDHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If the Letter of Intent or Request for Inclusion on Mailing Lists are mailed, consider using certified or registered mail and request a receipt upon delivery.
- For hand deliveries, including special courier and messenger services, allow sufficient time to locate on street metered parking and to check in at the lobby security station. Ask security personnel to call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to arrange for Letter of Intent or Request for Inclusion pickup and receipt issuance by OMCP staff (if required). Please refer to Appendix 3 for a map of the delivery location.
- Due to parking restrictions at this location, express delivery companies (Fed Ex, UPS, DHL, etc.) deliver to the building's loading dock area. CDHS' internal processing of express deliveries may add 24 hours or more to the delivery time, and should be considered when determining your shipping date and time.

## I. Scope of Work



See Exhibit A entitled, "Scope of Work" that is included in the Sample Contract Forms and Exhibits section of this RFP. Exhibit A contains a detailed description of the services and work to be performed under the contract resulting from this procurement.

## J. Qualification Requirements

Failure to meet the following requirements by the proposal submission deadline will be grounds for DHS to deem a proposer nonresponsive. Evaluators may choose not to thoroughly review or score proposals that fail to meet these requirements. In submitting a proposal, each proposer must certify and prove that it possesses the following qualification requirements.

1. At least three consecutive years of experience of the type(s) listed below. All experience must have occurred within the past five years. It is possible to attain the experience types listed below during the same time period. Proposers must have experience:
  - a. Takeover of an existing program similar to the scope and size of HCO.
  - b. Development and operation and modification of an outreach and enrollment program.
  - c. Development, modification, and/or operation of any other large-scale enrollment processing program.
  - d. Previous provider relations and training experience.
  - e. Previous experience with beneficiary relations/services.
2. Proposers must certify they have read and are willing to comply with all proposed terms and conditions addressed in the RFP section entitled, "Contract Terms and Conditions", including the terms appearing in the referenced contract exhibits.
3. **[Corporations]** Corporations must certify they are in good standing and qualified to conduct business in California.
4. **[Nonprofit Organizations]** Non-profit organizations must certify they are eligible to claim nonprofit status.
5. Proposers must have a past record of sound business integrity and a history of being responsive to past contractual obligations.
6. Proposers must certify they are financially stable and solvent and have adequate cash reserves to meet all financial obligations while awaiting reimbursement from CDHS.
7. Proposers must certify their proposal response is not in violation of Public Contract Code (PCC) Section 10365.5 and, if applicable, must identify previous consultant services contracts that are related in any manner to the services, goods, or supplies being acquired in this solicitation. Detailed requirements are outlined in **Attachment 8**.

PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.

PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement. Consultants and



employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

8. Proposers must either achieve actual Disabled Veteran Business Enterprise (DVBE) participation **or** make an adequate Good Faith Effort (GFE) to meet the DVBE participation requirements. Detailed requirements are outlined in **Attachment 9** (DVBE Instructions/Forms). This requirement applies if you offer a total cost or price that is \$10,000 or more.
9. Proposers must certify and submit proof that no prohibited conflict of interest exists.

## **K. Proposal Format and Content Requirements**

### **1. General instructions**

- a. Each firm or individual may submit only one proposal.

For the purposes of this paragraph, “firm” includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one proposal, CDHS will reject all proposals submitted by that firm or individual.

A firm or individual proposing to act as a prime contractor may be named as a subcontractor in another proposer’s proposal. Similarly, more than one proposer may use the same subcontractors and/or independent consultants.

- b. Develop proposals by following all RFP instructions and/or clarifications issued by CDHS in the form of question and answer notices, clarification notices, Administrative Bulletins or RFP addenda.
- c. Before submitting your proposal, seek timely written clarification of any requirements or instructions that you believe to be vague, unclear or that you do not fully understand.
- d. In preparing your proposal response, all narrative portions should be straightforward, detailed and precise. CDHS will determine the responsiveness of a proposal by its quality, not its volume, packaging or colored displays.
- e. Arrange for the timely delivery of your proposal package(s) to the address specified in this RFP. Do not wait until shortly before the deadline to submit your proposal.

### **2. Format requirements**

- a. Submit one (1) original, five (5) copies or sets, and one (1) CD-ROM of the proposal. The CD-ROM must be identical to, and contain everything included in, the proposal hard copy:

**Note:** The CD-ROM versions must be identical to the original hardcopy of the narrative proposal.

- 1) Write “**Original**” on the original proposal set. This original copy will be the official copy.

- 2) Each proposal set must be complete with a copy of all required attachments and documentation.
  - 3) Each proposal set must be bound separately and must be sent under sealed cover.
  - 4) Proposals shall be submitted in full, bound sets, e.g., Narrative proposal set 1 shall be packaged as a complete set rather than having all five copies of binder 1 packaged together.
  - 5) Each box must be identified as follows:  
PROPOSAL FOR  
THE CALIFORNIA HEALTH CARE OPTIONS RFP #06-55000  
Original Set (or Set 1 of 5, Set 2 of 5, etc.)  
Box 1 of X (number of boxes needed for each set), etc.
- b. Format the narrative portions of the proposal as follows:
- 1) Use one-inch margins at the top, bottom, and both sides.
  - 2) Use a font size of not less than 11 points.
  - 3) Print pages single-sided on white bond paper.
  - 4) Sequentially paginate the pages in each section. It is not necessary to paginate items in the Forms Section or Appendix Section.
- c. Bind each proposal set in a way that enables easy page removal. Loose leaf or three-ring binders are acceptable.
- d. All RFP attachments that require a signature must be signed in ink, preferably in a color other than black.
- 1) Have a person who is authorized to bind the proposing firm sign each RFP attachment that requires a signature. Signature stamps are not acceptable.
  - 2) Place the originally signed attachments in the proposal set marked "Original."
  - 3) The RFP attachments and other documentation placed in the extra proposal sets may reflect photocopied signatures.
- e. Do not mark any portion of your proposal response, any RFP attachment or other item of required documentation as "Confidential" or "Proprietary." CDHS will disregard any language purporting to render all or portions of a proposal confidential.

### 3. Content requirements

This section specifies the order and content of each technical proposal. Assemble the materials in each proposal set in the following order:

a. Proposal Cover Page

A person authorized to bind the Proposer must sign the Proposal Cover Page (**Attachment 1**). If the proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

b. Table of Contents

Properly identify each section and the contents therein. Paginate all items in each section with the exception of those items placed in the Forms Section and Appendix Section.

c. Technical Proposal Transmittal Letter

The Technical Proposal transmittal letter shall be on the official business letterhead of the Proposer and shall be signed by an individual authorized to legally bind the Proposer. The letter shall include:

- 1) Identification of all materials and enclosures being forwarded as a response to the RFP;
- 2) The name, title, mailing address, e-mail address, and telephone and fax numbers of a liaison person(s) whom CDHS may contact during the evaluation period;
- 3) A statement indicating the legal form of the Proposer;
- 4) A statement that neither cost nor pricing information is included in this letter or the Proposal.
- 5) A statement indicating that the Proposer has no affiliates (see the definition of affiliates in Exhibit E, Additional Provision, Section 27, Affiliates), or a statement containing the following information:
  - a) The names and addresses of all affiliates of the Proposer;
  - b) The names and addresses of all persons and concerns exercising control or ownership of the Proposer and any or all of its affiliates, and whether they exercise such control or ownership as common officers, directors, stockholders holding controlling interest, or otherwise; and
- 6) A statement that the proposal is complete as submitted.
- 7) A statement acknowledging that all costs associated with the development and submission of a technical proposal in response to this RFP are entirely the responsibility of the Proposer and will not be chargeable to CDHS or included in any cost elements of the proposal

d. Executive Summary Section

The Executive Summary Section must not exceed three (3) pages in length. Evaluators may not review or evaluate excess pages.

In preparing the Executive Summary, do not simply restate or paraphrase information in this RFP. Describe or demonstrate, in the Proposer's own words, the following information.

- 1) An understanding of CDHS' needs and the importance of the HCO Program.
- 2) The tangible results that are expected to be achieved.
- 3) A sincere commitment to perform the scope of work in an efficient and timely manner.

- 4) How the proposer's performance of the scope of workproject will be effectively integrated into the proposing firm's current obligations and existing workload.
  - 5) Why the proposing firm should be chosen to undertake this work at this time.
- e. Agency Capability section
- 1) Include a brief history of your firm, including:
    - a) Date of establishment. If applicable, explain any changes in your business history or organizational structure that will assist CDHS in determining your qualifications.
    - b) A description of the proposing firm's goals that are relevant, closely related, or will complement this project.
  - 2) Describe the experience that qualifies your firm. At a minimum, demonstrate your firm's possession of three consecutive years of experience of the types listed in this section. All experience must have occurred within the past five years. It is possible to attain the experience types listed below during the same time period. Proposers shall report on the types of experience in the following order:
    - a) Takeover of an existing enrollment broker processing environment or operations;
    - b) Full implementation, operation, and modification of an enrollment broker program. This item may be merged with item (a) above, but the Proposer should clearly indicate whether the contract was for takeover of an existing enrollment processing solution or full implementation of a new enrollment processing solution;
    - c) Takeover of business, operations and/or modification of any other large-scale enrollment broker program. Experience cited here shall include the Proposer's experience in establishing and maintaining effective working relationships with government entities, local community based organizations, advocates and private nonprofit organizations;
    - d) Identification of whether the Proposer or any of its proposed subcontractors have had a contract terminated for failure to perform. Also identify whether the Proposer or any of its proposed subcontractors have been removed from a governmental bidder's list as a result of failure to perform or failure to comply with financial requirements;
  - 3) For each type of experience reported above, Proposers shall provide:
    - a) Type of contract under which the previous work was performed (e.g., fixed price, fixed rate, cost-reimbursement);
    - b) Client size;
    - c) Number of transactions per year;
    - d) Complexity and scope of the operations, including the nature of reporting process;
    - e) Scope of the work performed (e.g., enrollment broker, facilities manager);

- f) Reason for contract termination, if the contract is no longer in effect;
  - g) Number of person-months devoted to full implementation of an enrollment broker program;
  - h) Performance problems (e.g., personnel, financial resources, etc.) encountered during the period of contract, including any that resulted in delays or nonpayment to the Contractor. Specific attention should be given to any problems encountered in meeting cycle-time requirements, including backlogs in enrollment transactions or in operations (e.g., mail room);
  - i) Status of the Proposer ;
  - j) Percentage of service performed by subcontractors;
  - k) Whether the experience is that of the Proposer or a subsidiary of another business entity. If experience is gained as a subsidiary of another business entity and the Proposer relies at all on the business experience of that entity, the Proposer experience submission requirements of the RFP shall apply to the other business entity.
- 4) Submit a description of other existing and projected Medicaid or Medicare Contracts, projects, or obligations, and the resources required to fulfill each. Describe any foreseeable conflicts between the existing or projected obligations and this proposal in respect to business resources, personnel, processing time, and financial resources.
- 5) Briefly, describe the accounts or work projects begun and/or completed in the past three years that involved services similar in nature or closely related to the Scope of Work in this RFP. For each account or project listed, include the following information:
  - a) Name of agency or firm for whom services were performed,
  - b) Duration or length of the project,
  - c) Total cost or value of the project,
  - d) Indicate if the account or project is “active/open” or “closed/settled.”
  - e) Describe briefly the type and nature of the services you performed.
- 6) Identify three client references that your firm has serviced in the past five years that can confirm their satisfaction with your services and confirm if your firm provided timely and effective services or deliverables. Use the Client References (**Attachment 4**) for this purpose. **Place the completed Client References form in the Forms section of your proposal.**
- f. Management Plan section
  - 1) Describe how the proposing firm will effectively coordinate, manage and monitor the efforts of the assigned staff, including subcontractors and/or consultants, if any, to ensure that all tasks, activities and functions are completed effectively and in a timely manner.

- 2) Describe the fiscal accounting processes and budgetary controls you will use to ensure the responsible use and management of Contract funds and accurate invoicing. Include at a minimum, a brief description of all of the following:
    - a) How the costs incurred under this project will be appropriately accounted for and only applicable project expenses will be billed to CDHS (e.g., use of unique account/project codes, etc.).
    - b) Your fiscal reporting and monitoring capabilities (e.g., spread sheets, automated fiscal reports, quality controls, checks and balances, etc.) to ensure Contract funds are managed responsibly.
    - c) Proposed billing or invoicing frequency (not more frequently than once per month). Electronic billing is not possible.
    - d) Identify the documentation that you will maintain on file or submit to CDHS upon request to prove, support and/or substantiate the expenses that are invoiced to CDHS.
  - 3) Include an organization chart. Instructions are explained in the Appendix section.  
**Place the organization chart in the Appendix section of your proposal.**
- g. Project Personnel section
- 1) In this section, describe your proposed staffing plan. In the staffing plan, include at a minimum:
    - a) Position titles for all proposed employees (persons on the proposing firm's payroll).
    - b) Number of personnel in each position.
    - c) By position, indicate the full time equivalent (FTE) or percentage of staff time devoted to the HCO Project (e.g., full time = 1.0, 1/2 time = .50, 3/4 time = .75, 1/4 time = .25, projected number of hours, if hourly, etc.).
    - d) Monthly salary rate or wage range for each position title. It is the Proposer's responsibility to project annual merit increases and/or cost of living increases into each wage rate.  
  
**Note:** Salary rates paid to contract staff should not exceed the rates paid to State personnel holding comparable classifications or performing duties with a comparable level of responsibility. In light of the State's fiscal uncertainties, DHS reserves the right to negotiate a lower cost of living percentage increase/amount or withhold approval of any projected cost of living increase in any contract budget year if the Proposer's projected increase exceeds the cost of living adjustment granted to civil service employees during the same fiscal period.
  - e. Include a job description or duty statement for each position title or classification that will perform work under this project. The job descriptions must indicate the typical tasks and responsibilities that you will assign to the position and may include desired or required education and experience. **Place all job descriptions or duty statements at the end of the Project Personnel section.**
  - f. Management Team

Provide a narrative description of the management team that will be assigned to this Contract. The narrative shall include all senior management members who will be responsible for the following activities:

- i. All activities assigned to the Contractor Representative;
- ii. All activities assigned to the Takeover Director;
- iii. All HCO Operations requirements;
- iv. Process implementation team;
- v. All Quality Assurance requirements;
- vi. All activities assigned to the Turnover Director; and
- vii. If applicable, Project Manager for any major subcontractor(s).

The narrative shall contain a thorough discussion of the authority and responsibility of the Contractor Representative.

If different managers handle the Takeover, Turnover and HCO Operations activities, please indicate.

All members of the management team must have experience in their functional areas. If members of the management team are not proposed to be employees of the Contractor, their employer must be listed as a subcontractor in the Narrative Proposal.

The narrative shall contain a description of the Contractor Representative responsibilities regarding the delivery of HCO Program and its operations support.

For any major Contract activities or responsibilities proposed to be performed by any subcontractor, include a description of how the Contractor shall ensure performance by the subcontractor(s) and the control that the Contractor Representative will have over the subcontractor(s).

g) Management Team: Qualifications

Proposers shall thoroughly describe the qualifications, experience, and skills of the individual members of the management team. This description shall include:

- i. The current job title of each management team member, and whether the Contractor or a subcontractor employs the member. If the member is employed by a subcontractor, identify that subcontractor;
- ii. A brief description of each management team member's management experience (i.e., size of Contract, duration). Include each management team member's experience with the Proposer's firm, or with the subcontractor(s) proposed, as part of the Technical Proposal. Indicate the length of experience of each management team member, whether in the Proposer's firm or with another organization's firm;

- iii. A description of the personal qualification(s) (e.g., skills in communication, analysis and problem solving, planning and decision-making) of each management team member; and
- iv. An indication of the recency of each management team member's experience and its relevance or similarity to the major tasks to be performed under this Contract.

h) Management Team: Individual Authority

Proposers shall describe the span of control and authority to be assigned to each member of the management team. This description shall include a complete report of each of the following:

- i. The division of responsibility among each of the members of the management team and certification that each management team member will be assigned to this Contract on a 100% basis. Include a description of other responsibilities of that individual; and
- ii. An organization chart illustrating the span of control to be assigned to each management team member. Show reporting relationships within the team as well as subcontractor(s) to team members, and reporting relationships of the Contractor Representative to major subcontractor(s). Include a description of the level of placement of each member within the organization, with the level of detail showing the unit level.

i) Management Team: Continuity

- i. Proposers shall describe how they shall ensure that the proposed individuals are willing and available to work on this project. The Proposer shall also describe the method to be used by the Proposer to replace an individual with someone with equal qualification. This shall include whether management team nominees in the Narrative Proposal are currently proposed to work on any other contracts and, if so, how their availability will be guaranteed for this Contract. The Contractor shall describe past contract experience it has had in working with its customers in the replacement of its management personnel assigned to a large contract.
- ii. The Contractor shall guarantee that any senior manager identified in its Technical Proposal will be assigned to this Contract for at least the first two (2) years, and the Contractor Representative for three (3) years, unless that employee:

- a. Leaves the employment of the Contractor, any of its affiliates, or a subcontractor or any of its affiliations; or

- b. Is given advance written CDHS approval.

j) Identify by name and/or position title, each key staff person that will have primary responsibility for managing, directing, overseeing and/or coordinating the work of assigned staff, subcontractor(s) and/or independent consultant(s) and who will maintain effective communications with CDHS (i.e., Project or Program Manager, Project or Program Director, Contract Manager, etc.).

- i. Briefly, describe each person's expertise, capabilities and credentials.



- ii. Emphasize any relevant past experience in directing, overseeing, coordinating or managing other government projects.
  - k) Include a resume for each key staff person (professional, managerial or supervisory) that will exercise a major administrative, policy, or consulting role in carrying out the project work. **Place staff resumes in the Appendix section.** Resumes should not include personal information such as social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
- 1) Briefly, describe the administrative policies and/or procedures you will use to ensure that you will recruit and select well-qualified, competent, and experienced in-house staff, subcontractor(s) and/or independent consultant(s).

If employee recruitment/selection policies or procedures are present in an operations manual, you may cite excerpts from such manuals. Do not simply indicate that such policies exist and do not attach copies of any policies or manuals to your proposal. If deemed necessary, CDHS may request copies of your existing manuals and/or policies.

- 2) Briefly, describe the processes or procedures that you will use to ensure that vacancies are filled expeditiously and that services are continued despite the presence of vacancies.
- 3) If subcontractor(s) (including independent consultant(s)) will be used to perform Contract services, Proposers must do the following at the time of proposal submission:
- a) Indicate if you have pre-identified any firms/persons to perform the work or if you will recruit them later.
    - i. For each pre-identified subcontractor and independent consultant include:
      - A. Full legal name.
      - B. A job description or duty statement outlining the duties and functional responsibilities that you intend to assign to the subcontracted firm or independent consultant.
      - C. A brief explanation as to why you chose the subcontracted firm or independent consultant. Stress things such as applicable skills, knowledge, capabilities, past experience or accomplishments, availability, reasonableness of rates, expertise in a field or specialty, etc.
      - D. A 1-2 page resume for each pre-identified subcontractor and independent consultant. **Place all subcontractor and/or consultant resumes in the Appendix Section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
      - E. A letter of agreement, signed by an official representative of each subcontracted firm or independent consultant. **Place all subcontractor and/or consultant letters of agreement in the Appendix section.**

Specific subcontractor and/or independent consultant relationships proposed in response to this RFP (i.e., identification of pre-identified

subcontractors and independent consultants) shall not be changed during the procurement process or prior to Contract execution. The pre-identification of a subcontractor or independent consultant does not affect CDHS' right to approve personnel or staffing selections or changes made after the Contract award.

- ii. For subcontractor(s) and/or independent consultant(s) that cannot be identified when the proposal is submitted to CDHS or are to be determined (TBD) after the Contract is executed, include:
  - A. An identification of the functions, activities and responsibilities that you intend to assign to each subcontractor and/or independent consultant.
  - B. A description of the process that you will use to obtain CDHS approval of each subcontractor and/or independent consultant selection along with approval of their budgeted costs and assigned responsibilities.

#### h. Facilities and Resources section

Describe the following as it relates to your capacity to perform the Scope of Work:

- 1) Current office facilities at your disposal including number of offices owned and/or leased, square footage, number of staff housed and physical location or address.
- 2) Current support services and office equipment capabilities immediately available and/or accessible for use in carrying out the proposed Scope of Work. Include such things as, but not limited to:
  - a) A description of the range and/or type of support services available and number of staff.
  - b) Messenger, delivery, shipping, distribution, and/or transport capabilities.
  - c) Teleconferencing and/or telecommunications capabilities.
  - d) Printing/reproduction/imaging and/or photocopying capabilities.
  - e) Other support functions and/or capabilities that can be accessed and/or utilized.
- 3) Identify any facilities, support services and/or equipment that you must purchase, rent and/or lease on a long or short-term basis to perform the services described in this RFP.

#### i. Financial Stability Plan Section

Each Proposer shall submit a Financial Stability Plan as required herein.

Proposers shall submit a Financial Stability Plan by submitting the following data for the past three (3) fiscal years of the Proposer and for the interim period from the end of the last full fiscal year up to and including the date specified for submission of Proposals.

If the Proposer is a subsidiary of any other legal entity and the financial resources of the parent company are required to qualify the subsidiary for competition under the procurement, the financial stability submission requirements of the RFP section shall apply to the parent company.

### 1) Basic Content

The Proposer shall submit the following:

- a) Proposer's annual financial statements for the most recent past three (3) fiscal years, including annual income statements and quarterly or annual balance sheets. Audited statements are required. All noted audit exceptions must be fully explained. CDHS will only accept financial statements that are reviewed and accompanied by a report, certificate, or opinion of a professional certified auditing firm;
- b) Public interim financial statements for the interim period from the end of the last full fiscal year up to, and including, the date specified for submission of Narrative Proposals. CDHS does not require submittal of interim statements for the last three (3) fiscal years for which annual reports are submitted;
- c) A statement containing all projected financial data for the calendar years 2007 through 2014. Proposers may use information that has been made available to any of its security or shareholders or the investment community, Securities and Exchange Commission or similar institutions, and shall be submitted in accordance with Security and Exchange Commission guidelines for publicly traded companies;
- d) Identification of all significant Contractual obligations that could have a material effect as described below in Section K.3.j.4), Demonstrations;
- e) A narrative description of size computations, historical bases for estimates and projections, assumptions, contractual obligations, both existing and anticipated, and related information for the next three (3) years predicated upon operation without the award of this Contract;
- f) A projected pro forma financial statement and statement of changes in financial position for the next three (3) years predicated upon operations without the award of this Contract;
- g) A detailed financial plan and proposed cash flow budget showing the availability of funds and course of sufficient funds to cover the Proposer's projected operation costs without risk of insolvency if the Proposer were to provide the contractual services under the Contract period; and
- e) A calculation of the Proposer's projected tangible net equity prepared in accordance with the minimum financial requirements set forth in Exhibit E, Additional Provisions, Section 40, Minimum Financial Criteria.

### 2) Certification

All financial data submitted in the Financial Stability Plan in connection with this RFP shall be accompanied by a signed statement from the Proposer or parent corporation(s) Chief Executive Officer and Chief Financial Officer or designee certifying that the data is current, accurate, and complete.

### 3) Guaranty Provisions

If the Proposer is a subsidiary of another entity, the Proposer must submit a guaranty from any entity in the Proposer's chain of ownership that is publicly traded. If no such parent entity is publicly traded, the guaranty shall be submitted by a parent

entity at a level in the chain of ownership that is acceptable to CDHS. The guaranty shall meet all the requirements specified in Exhibit E, Additional Provisions, Section 34, Guaranty Provisions, be in a form satisfactory to CDHS, and provide for the full and prompt performance of all covenants, terms and conditions, and agreements throughout the term of the Contract.

j. Work Plan section

1) Overview

- a) CDHS is interested in proposals that provide well-organized, comprehensive and technically sound business solutions. Vague explanations will undermine your firm's credibility and will result in reduced proposal scores.
- b) The Work Plan must include an in-depth discussion and description of the methods, approaches and step-by-step actions that will be carried out to fulfill all Scope of Work requirements.
- c) If the nature of a task or function hinders specific delineation of in-depth methods and procedures (e.g., a task is dependent upon a future action or multiple approaches may be used), explain the probable methods, approaches, or procedures that will be used to accomplish the task or function. Also, describe, in this instance, how the proposing firm will propose the ultimate strategies and detailed plans to DHS for full consideration and approval before proceeding to carry out the project.

2) Rejection of tasks, activities or functions

If CDHS determines that it does not need all of the services described in this RFP, CDHS reserves the right to offer an amended contract for reduced services.

3) Work Plan content

Work Plan(s) must include performance time lines and a detailed description of the step-by-step actions, methods, and approaches used to fulfill all Scope of Work requirements as described in Exhibit A, Attachment II. If, for any reason, the Work Plan does not wholly address each Scope of Work (SOW) requirement, fully explain each omission.

Proposers shall submit the following Work Plans to meet all of the specified submission requirements. All submissions shall not exceed page limitations identified below. Flow charts and graphs are excluded from this page limitation, but should be minimized whenever possible.

For each Work Plan the Proposer shall describe how it plans to manage the specific area of the Contract to ensure Contract requirements are met and performance is successful. The Work Plan shall be written in a language understandable to the layperson. CDHS does not desire a repeat of the RFP requirements. Rather, CDHS wants a description of how the Proposer will manage the Contract requirements that ensures performance.

Each Work Plan shall be organized in the following manner:

- a) Work to be Performed

This section of the Work Plan shall be an overview of the Proposer's understanding of work to be performed within each specific plan.

b) Interrelationships and functional dependencies

This section shall be a discussion of the interrelations and functional dependencies that the specific Work Plan may have with other Scope of Work requirements.

c) Changes Required to Accomplish Contract Requirements

This section shall be a discussion of the changes to the current operations and processes that the Proposer believes to be necessary for them to change to be able to satisfy the Scope of Work requirements. If there are none then state "No Change".

d) Impact(s) of the Work Plan activities on CDHS, beneficiaries, potential enrollees, providers and other interested parties

This section shall be a discussion of the impact the Work Plan will have on CDHS, beneficiaries, potential enrollees, providers and other interested parties.

e) Any other special considerations. (Innovative Approaches)

This section shall contain a discussion of any special considerations that the Proposer believes is important in accomplishing the Scope of Work requirements.

f) Requirements of Scope of Work

This area shall include a detailed description of the approaches the Proposer will use to fulfill the requirements of the Scope of Work. Please see the Work Plan submission requirements below for the specific organization requirements for this response.

g) Work Plan Exhibits

This area shall include flow charts or graphical material that will facilitate readability and evaluator understanding of the proposed plan.

5) Work Plan Submission Requirements

a) Takeover Plan (Not to exceed XX pages)

Describe in detail the Proposer's activities for the duration of Takeover, including the Proposer's tasks and activities for implementation and operation of the HCO Program. The Proposer must organize its responses into the following sections:

i. Takeover Work Schedule;

ii. Takeover Management and Planning

iii. Facilities

iv. Data Files

v. Informing Materials

- vi. Customer Service
- vii. Procedures Development
- viii. Financial Management
- ix. System Testing
- x. Acceptance Testing
- iv. Assumption of Operations

b) Customer Service Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Customer Service component of the Contract to ensure Contract requirements are met and performance is successful. The Proposer must organize its response into the following sections:

- i. Telephone Call Center (TCC)
- ii. Education and Outreach
- iii. Research
- iv. Customer Web Site
- v. Provider Information Network

c) Informing Materials Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Informing Materials component of the Contract to ensure Contract requirements are met and performance is successful. The Proposer must organize its response into the following sections:

- i. Materials Development and Production
- ii. Mailing Functions
- iii. Inventory of Materials
- iv. Medi-Cal Policy Materials

d) Enrollment/Disenrollment Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Enrollment/Disenrollment component of the Contract to ensure Contract requirements are met and performance objectives are attained. The Proposer must organize its response into the following sections:

- i. Forms Processing
- ii. Exceptions to Plan Enrollment

- iii. Beneficiary Auto Assignment
- iv. Health Plan Membership Status Letter
- v. HCO Operations Interface
- e) Quality Assurance Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Quality Assurance component of the Contract to ensure Contract requirements are met and performance objectives are attained. Include a description of how the Proposer will ensure that it will meet continued quality improvement within its operation. The Proposer must organize its response into the following sections:

- i. Quality Assurance Unit
- ii. Quality Assurance Standards and Procedures Manual
- iii. Quality Management Key Operational Areas
- iv. Special Quality Assurance Studies
- v. Quality Assurance Information Availability
- vi. Change Support System
- vii. HCO Program Operations Policy and Procedures Manuals
- f) Problem Correction Process Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Problem Correction Process component of the Contract to ensure Contract requirements are met and performance is successful. The Proposer must organize its response into the following sections:

- i. Problem Statement Categories
- g) Reports Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Reports component of the Contract to ensure Contract requirements are met and performance is successful. The Proposer shall discuss its understanding of the following:

- i. Reports Deliverables
- ii. Production
- iii. Delivery
- iv. Reports to Managed Care Plans
- h) Training Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Training component of the Contract to ensure Contract requirements are met and performance is successful. The Proposer must organize its response into the following sections:

- i. Training and Personnel Development Program

- ii. Training Plan

- i) Records Retention and Retrieval Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Records Retention and Retrieval component of the Contract to ensure Contract requirements are met and objectives are attained. The Proposer must organize its response into the following sections:

- i. Records Retention and Retrieval Policy and Procedures Manual

- j) Security and Confidentiality Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Security and Confidentiality component of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will accomplish meeting HIPAA requirements. The Proposer must organize its response into the following sections:

- i. Security and Confidentiality Plan

- ii. National Provider Identifier

- k) Disaster Prevention and Recovery Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Disaster Prevention and Recovery component of the Contract to ensure that Contract requirements are met and performance is successful. The Proposer must organize its response into the following sections:

- i. Disaster Prevention and Recovery Plan

- l) Health Plan Enrollment System Plan (Not to exceed XX pages)

The Proposer shall describe how it plans to manage the Health Plan Enrollment System of the Contract to ensure that Contract requirements are met and performance is successful. The proposer must organize its responses into the following sections:

- i. System Development Guidelines

- ii. System Availability

- iii. System Design Standards

- iv. Integrated Testing

- v. Change Requirements

- vi. System Group

- m) Turnover Plan (Not to exceed XX pages)



Describe in detail the Proposer's activities for the duration of Turnover. The Proposer must organize its responses into the following sections:

- i. Turnover Work Schedule
  - ii. Turnover Management and Planning
  - v. Facilities
  - vi. Data Files
  - vii. Informing Materials and Mailing Functions
  - viii. Procedures Development
  - ix. Testing
  - x. Turnover Processing
- n) Additional Contractual Services Plan

The Contractor shall prepare and submit to CDHS proposals for implementing the following four (4) mandatory Additional Contractual Services (ACS):

- i. Review of HCO Informing Materials;
- ii. Pro-Active Health Care Choices;
- iii. Web Based Health Plan Enrollment;
- iv. Medi-Cal Health Provider Directory System.

In addition, CDHS will allow bidders to include up to five (5) optional Additional Contractual Services for the HCO Program operational areas.

For each ACS, the Proposer shall:

- A. Describe the ACS and how it complements the Scope of Work requirements and improves performance or Contract administration beyond the Scope of Work;
- B. Describe what the Proposer thinks are the benefits obtained by the ACS. Specific attention should be placed on the impact of the ACS on beneficiaries, potential enrollees, providers, HCO Program cost control, and CDHS;
- C. Include an implementation date and schedule.

**Note:** CDHS may require the Proposer to present an oral presentation of its ACS (s).

After the award of the Contract, presentations to CDHS to further discuss proposed ACS, if any, shall be held in Sacramento, California. Any travel costs associated with the presentations shall be borne by the Contractor.

CDHS intends to implement any ACS that it has accepted as a part of the

successful Proposer's Technical Proposal and intends to adjust any affected Contractual performance requirements accordingly. Because CDHS may elect to not implement an ACS, the ACS shall be separately priced in the bid. Specific terms and conditions associated with an ACS will be addressed at the time of Contract execution in Exhibit E, Additional Provisions. CDHS-accepted ACSs, if proposed for installation at the Assumption of Operations, shall be ready for CDHS acceptance testing during Takeover. Proposers may propose a delayed implementation date in their ACS plan, but shall allow a minimum of six (6) weeks for CDHS acceptance testing prior to implementation of the ACS.

k. Appendix section

Place the following documentation in the Appendix section of your proposal in the order shown below.

**1) Proof of Corporate status**

If the Proposer is a Corporation, submit **either** a copy of the proposing firm's most current Certificate of Status issued by State of California, Office of the Secretary of State **or** submit a downloaded copy of the proposing firm's on-line status information from the California Business Portal website of California's Office of the Secretary of State. Include an explanation if this documentation cannot be submitted. Unless otherwise specified, do not submit copies of the proposing firm's Bylaws or Articles of Incorporation.

**2) Proof of Nonprofit status**

Nonprofit organizations must prove they are legally eligible to claim "nonprofit" and/or tax-exempt status by submitting a copy of an IRS determination letter indicating nonprofit or 501 (3)(c) tax-exempt status. Submit an explanation if you cannot supply this documentation.

**3) An organization chart**

The organizational chart must show the lines of authority and reporting relationships within your organization including the relationship between management and subcontractors and/or independent consultants, if any.

**4) Staff resumes**

Resume specifications appear in the Project Personnel section. To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

**5) Subcontractor/Consultant resumes**

Submit a resume for each pre-identified subcontractor or independent consultant, if any, as discussed in the Project Personnel section. Resumes should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

**6) Subcontractor/Consultant letters of agreement**

For each pre-identified subcontractor and independent consultant that will be used to perform services under the resulting contract, submit a letter of agreement to work on this project.

A letter of agreement must be signed by an official representative of each subcontracted firm or independent consultant, indicating his or her acknowledgement of being named as a subcontractor or consultant, their availability to work on this project and acknowledgement that they have read or been made aware of the proposed contract terms, conditions and exhibits. Include an explanation if a letter of agreement cannot be obtained from each pre-identified subcontractor and consultant and indicate when a letter of agreement will be forthcoming.

## **7) Conflict of Interest Compliance Certificate**

- a) Proposers must submit Attachment 12 and any accompanying documentation consistent with Attachment 12 provisions.
- b) Attachment 12 will be incorporated into the Contract awarded from this RFP and shall be in effect for the entire term of the Contract.
- c) If a conflict of interest is determined to exist that cannot be resolved to the satisfaction of CDHS before the award or execution of the contract, the conflict will be grounds for deeming a Proposer nonresponsive.
- d) In the event that CDHS determines at any time during the term of the Contract that a conflict of interest situation exists that cannot be resolved to the satisfaction of CDHS, the conflict will be grounds for termination of the Contract.

### **I. Forms section**

Complete, sign and include the forms/attachments listed below. When completing the attachments, follow the instructions in this section and any instructions appearing on the attachment. After completing and signing the applicable attachments, assemble them in the order shown below.

<b>Attachment and/or Documentation</b>	<b>Instructions</b>
2 - Required Attachment / Certification Checklist	<ol style="list-style-type: none"> <li>1) Check each item with "Yes" or "N/A", as applicable, and sign the form. If necessary, explain your responses.</li> <li>2) If a proposer marks "Yes" or "N/A" and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, CDHS considers this a "qualified response." Any "qualified response", determined by CDHS to be unsatisfactory or insufficient to meet a requirement, may cause a proposal to be deemed nonresponsive.</li> </ol>
3 - Business Information Sheet	Completion of the form is self-explanatory.

Attachment and/or Documentation	Instructions
4 - Client References	Identify three (3) clients you have serviced within the past five years that can confirm their satisfaction with your services and confirm if your firm provided timely and effective services or deliverables. If possible, identify clients whose needs were similar in scope and nature to the services sought in this RFP. List the most recent first.
5 - RFP Clause Certification	Complete and sign this form indicating your willingness and ability to comply with the contract certification clauses appearing in the RFP section entitled, "Bid Requirements and Information," subsection "Bidding Certification IClauses."
6 - CCC 1005 – Certification	Complete and sign this form indicating your willingness and ability to comply with the Contractor Certification Clauses appearing in this Attachment. The attachment supplied in this solicitation represents only a portion of the contractor information in this document. Visit this web site to view the entire document: <a href="http://www.ols.dgs.ca.gov/Standard+Language/default.htm">http://www.ols.dgs.ca.gov/Standard+Language/default.htm</a> .
7 - Payee Data Record	Complete and return this form, <u>only</u> if you have not previously entered a contract with CDHS. If uncertain, complete and return the form.
8 – Follow-on Consultant Contract Disclosure	Complete and sign this form. If applicable, attach to this form the appropriate disclosure information.
9a - Actual DVBE Participation and applicable DVBE certification(s) <b>and/or</b> 9b - Good Faith Effort with required documentation	Read and carefully follow the completion instructions in Attachment 9. Attach the documentation that is required for the form(s) you choose to submit. One and/or both of these two forms may be required. <b>Submission of these forms only applies to contract awards that equal \$10,000 or more for the entire contract term.</b>
10a-Non-Small Business Subcontractor Preference Request 10b-Small Business Subcontractor / Supplier Acknowledgement	Submission of these forms is optional. Read and carefully follow the completion instructions in Attachments 10, 10a, and 10b. Complete and return Attachments 10a and 10b only if the bidding firm is a not a certified small business but is requesting a subcontractor bidding preference by committing to use one or more certified small business subcontractors for an amount equal to at least 25% of the total bid price.
11 - Target Area Contract Preference Act Request	<b>Submission of this form is optional.</b> Complete and return this form, <u>only</u> if the proposing firm is based in California, <u>and</u> the total bid price is \$100,000 or more, <u>and</u> DHS has not pre-set any part of the work location, <u>and</u> the Proposer wishes to apply for TACPA preference.

## **L. Cost Proposal Format and Content Section**

### **1. General Instructions**

- a. Assemble a cost proposal.
- b. Each firm or individual shall submit only one cost proposal. If a Proposer submits more than one version of the cost proposal, all cost proposals from that Proposer will be rejected.  
  
For the purpose of this paragraph, “firm” includes a parent corporation or firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one cost proposal, CDHS will reject all proposals submitted by that firm or individual.
- c. Develop cost proposals by following all RFP instructions and/or clarifications issued by CDHS in the form of questions and answer notices, clarification notices, Administrative Bulletins or RFP addenda.
- d. Before submitting your cost proposal, seek timely written clarification of any requirements or instructions that you believe to be vague, or unclear, or that you do not fully understand.
- e. Arrange for the timely delivery of your cost proposal to the address specified in this RFP. Do not wait until shortly before the deadline to submit the cost proposal. The cost proposal is to be submitted at the same time the Technical Proposal is submitted.
- f. CDHS requires the submission of a cost proposal for all major areas that are bid as listed in RFP Section L. 5, Cost Proposal Bid Price Forms.
- g. The ACS bid price shall not be included in the total bid price.
- h. The cost proposal shall be two (2) separate packages submitted to CDHS by the Proposers.
  - 1) The first submission shall be a separate sealed envelope containing the Cost Proposal Transmittal Letter and Attachment 12-16, Cost Proposal Response Guide. This submission is more fully explained in RFP Section L.3.
  - 2) The second submission shall be in a sealed box containing the Cost Proposal Bid Price Forms listed on the Cost Proposal Response Guide and as detailed in RFP Section L.5.

### **2. Format Requirements**

- a. Submit one (1) original set, five (5) copies and four (1) CD-ROM of the cost proposal bid price forms as follows:  
  
**Note:** The CD-ROM versions must be identical to the original hardcopy of the cost proposal.
  - 1) Assemble the original set and five (5) copies of the cost proposal bid price forms as instructed in RFP Section L.5. Clearly label the original hard copy “Original Set”.
  - 2) The original set and five (5) copies of the cost proposal bid price forms must be submitted in a separate container apart from the Technical Proposal, under sealed

cover, with the signature of a person(s) authorized to legally bind the Proposer (Contractor).

- 3) Proposers shall also submit one (1) copy of the cost proposal bid price forms on CD-ROM. The CD-ROM shall be in Microsoft Excel spreadsheet format. Cost proposal CD-ROM must be separate from the Technical Proposal CD-ROM.
- 4) If you have multiple containers, each container must be identified, (e.g., Box 1 of 12, Box 2 of 12, etc.).
- 5) The cost proposal bid price forms listed under RFP Section L.5. must be distinctly marked as follows on the exterior of the container:

**COST PROPOSAL FOR THE CALIFORNIA HEALTH CARE  
OPTIONS PROGRAM RFP**

c. Format the cost proposal as follows:

- 1) Enter your costs on the bid price forms (Attachments 12-1 through 12-16). OMCP will provide Proposers a disk containing the bid price forms that contain the embedded formulas on a protected disk. Proposers may request the disk in Excel format by contacting OMCP at (916) 552-8006. CDHS will provide these disks to Proposers at no cost.
  - 2) Hard copy pages must be printed single-sided on white bond paper.
  - 3) Bind the cost proposal bid price forms in a way that enables easy page removal. The proposal must be submitted three-hole punched in loose leaf or three ring binders.
- d. Certain documents that must be submitted as part of the cost proposal need a signature. These documents require a signature to be signed in ink, preferably in a color other than black.
- 1) Have the person who is authorized to bind the Proposer sign each original cost proposal document or bid price form that requires a signature. Signature stamps are not acceptable.
  - 2) Place the originally signed documents in the cost proposal set marked "Original Set".
  - 3) The signed original RFP documents in the original set may be photocopied for placement in the five (5) copies.

**3. Restrictions on Bid Price Forms Using Base Volume Method of Payment (BVMP).**

CDHS shall reject cost proposals that it determines are not representative of the Proposer's cost.

- a. When using BVMP to price a deliverable or service for each phase of the contract CDHS will define a base volume range, a plus volume range ("plus level") above the base volume range, and a minimum volume range ("minus level") below the base volume range.
  1. The Proposer shall bid a single price for the base volume range which will provide for full payment for all services and expenses incurred in providing the defined product or service for any volume or service within the base range volume for each bid phase. **(Please note that this is not a per unit price)**

The base volume range payment establishes a payment that will be increased or decreased on a per unit basis for volume levels above and below maximum or minimum volume levels of the base volume range respectively.

2. The Proposer shall provide a price reduction for each unit of product or service below the base volume range, the minus level.
3. The Proposer shall provide a price increase for each unit of product or service above the base volume range, the plus level.

The following is an example:

	<b>MINIMUM</b>	<b>MAXIMUM</b>
<b>PLUS LEVEL RANGE</b>	1,170,001	1,370,001
<b>BASE VOLUME RANGE</b>	900,000	1,170,000
<b>MINUS LEVEL RANGE</b>	699,000	899,999

Assume that the Proposer bids \$1,200,000 for the Base Volume Range, a \$.25 reduction for each unit in the minus level and a \$1.35 increase for each unit in the plus level. Under the three (3) examples below, at the end of the bid phase the Proposer would have been paid the following amounts over the life of the phase as follows (payment will be made on a monthly schedule to be explained later):

#### **Volume is Above the Base Volume Range (Plus Level)**

Transactions for the Phase (assume):		1,270,000
Highest Base Volume Range:	-	<u>1,170,000</u>
Transactions Above the Base Volume Range):		100,000
Per Unit Plus Level Bid:	x	<u>\$1.35</u>
Plus Level Payment:		\$135,000
Base Volume Range Bid:	+	<u>\$1,200,000</u>
Total Payment:		\$1,335,000

#### **Volume is Within the Base Volume Range**

Transactions for the Phase (assume):		1,100,112
Base Volume Range Bid:		<u>\$1,200,000</u>
Total Payment:		\$1,200,000

#### **Volume is Below Base Volume Range (Minus Level)**

Transactions for the Phase (assume):		800,000
Lowest Base Volume Range:	-	<u>900,000</u>
Transactions Above the Base Volume Range):		- 100,000
Per Unit Minus Level Bid:	x	<u>\$.25</u>
Plus Level Payment:		-\$25,000
Base Volume Range Bid:	+	<u>\$1,200,000</u>
Total Payment:		\$1,175,000

#### **b. Cost Allocation**

Proposers shall be required to allocate the prices contained in their proposal so as not to exceed the maximum percentages of the total bid price shown below or go below the minimum percentages of the total bid price when applicable. Proposers shall be

required to ensure that the percentages associated with all Contract phases combined will total 100% of the proposed price. To assist in providing this assurance, please refer to the Bid Allocation Worksheet, Attachment 12-15.

Listed below are the minimum and maximum bid price allocations:

TAKEOVER	1%-3%	<i>EXTENSION 1</i>	12%-17%
PHASE 1	12%-17%	EXTENSION 2	12%-17%
PHASE 2	12%-17%	EXTENSION 3	12%-17%
PHASE 3	12%-17%	TURNOVER	.5%-3%

Each of the Contract components indicated above shall consist of distributed activities based upon the methodology shown on the Bid Allocation Worksheet (see Attachment 12-15).

- 1) CDHS, at its sole discretion, may request supporting documentation or reject any proposal in which bid prices are not allocated in a justifiable manner.
- 2) Identify your projected detailed expenses for each line item identified below by following the instructions herein.

#### 4. Cost Proposal Bid Price Forms

For those areas bid in the cost proposal, the Proposer shall complete the following Cost Proposal Bid Price Forms, which can be found under the Attachment 16 Section of this RFP. One (1) original set, five (5) copies and one (1) CD-ROM of the cost proposal bid price forms shall be submitted in a box separate from the Technical Proposal.

Place the Bid Price Forms in the order listed below:

##### a. TAKEOVER BID PRICE FORM, ATTACHMENT 16-1

The Proposer shall submit its proposed bid price for Takeover on Attachment 16-1. This bid price shall also be shown on Attachment 16-10, line A, Total Evaluation Bid Price Form. However, Takeover will not be a consideration in the evaluation of the cost proposals. All costs bid for Takeover shall be subject to CDHS review and approval. The Contractor will be required to submit a Takeover Work Plan as required in Takeover, as described in Exhibit A, Attachment I, Section 1.7.1. There shall be no adjustments to the Contractors Operations bid price for any Takeover cost disallowed by CDHS.

##### b. OPERATIONS BID PRICE FORM – ENROLLMENT/DISENROLLMENT TRANSACTIONS, ATTACHMENT 16-2

The Proposer shall submit a proposed bid price per Enrollment/ Disenrollment Transactions (Transactions) volume range for each level identified on Exhibit XX for each of the Contract phases, including the extensions. The bid price for the Transactions base volume level shall be the evaluated bid price for the base volume. The bid price for the Transactions in each level shall be multiplied by the number of Transactions in each level to determine the evaluated bid price for that level. The maximum range shall be identified with a plus sign (+). The minimum range shall be identified with a negative sign (-). The product of the minimum level shall be a negative amount. The product of these calculations and the bid price for the base volume shall



be the evaluated bid price for each Contract phase. The total evaluated bid price for each Contract phase shall be shown in the far right-hand column of Attachment 16-2.

c. OPERATIONS BID PRICE FORM – HCO INFORMING PACKET MAILINGS, ATTACHMENTS 16-3 and XX

The Proposer shall submit a proposed bid price per HCO Informing Packet (Mailings) volume range for each level identified on Exhibit XX for each of the Contract phases, including the extensions. The bid price for the Mailings base volume level shall be the evaluated bid price for the base volume. The bid price for the Mailings in each level shall be multiplied by the number of Mailings in each level to determine the evaluated bid price for that level. The maximum range shall be identified with a plus sign (+). The minimum range shall be identified with a negative sign (-). The product of the minimum levels shall be a negative amount. The product of these calculations and the bid price for the base volume shall be the evaluated bid price for each Contract phase. The total evaluated bid price for each Contract phase shall be shown in the far right-hand column of Attachment 16-3.

The Proposer shall also submit a rate schedule for adding and deleting sheets to/from informing booklets on Exhibit XX for each of the Contract phases, including the extensions. These rates will be used to adjust the bid price for HCO Informing Mailings for only the booklet(s).

d. OPERATIONS BID PRICE FORM – TELEPHONE CALL CENTER – TELEPHONE MINUTES, ATTACHMENT 16-4

The Proposer shall submit a proposed bid price per Telephone Call Center – Telephone Minutes (Minutes) volume range for each level identified on Exhibit XX for each of the Contract phases, including the extensions. The bid price for the Minutes base volume level shall be the evaluated bid price for the base volume. The bid price for the Minutes in each level shall be multiplied by the number of Minutes in each level to determine the evaluated bid price for that level. The maximum range shall be identified with a plus sign (+). The minimum range shall be identified with a negative sign (-). The product of the minimum levels shall be a negative amount. The product of these calculations and the bid price for the base volume shall be the evaluated bid price for each Contract phase. The total evaluated bid price for each Contract phase shall be shown in the far right-hand column of Attachment 16-4.

e. CONSOLIDATED OPERATIONS BID PRICE FORM, ATTACHMENT 16-5

In conjunction with Attachment 16-2, 16-3 and 16-4, the Proposer must complete Attachment 16-5. This is done by transferring the evaluated bid price per phase for each classification from Attachments 16-2, 16-3 and 16-4 to the corresponding location on Attachment 16-5. After all evaluated bid price per phase prices have been transferred to columns B and C, they are totaled for each Contract phase in column D. The total bid prices shown for each phase in column D are then totaled to arrive at the evaluated consolidated Operations bid price, indicated on the last line of this form.

f. HOURLY REIMBURSEMENT BID PRICE FORM– ENROLLMENT SERVICES REPRESENTATIVES, ATTACHMENT 16-6

The Proposer shall submit a proposed hourly rate for Enrollment Services Representatives in column A of Attachment 16-6 for each of the Contract phases, including the extensions. These hourly rates are then multiplied by the number of required FTEs, and by the number of available production hours per FTE, to arrive at an evaluated bid price for each Contract phase.

g. TURNOVER BID PRICE FORM, ATTACHMENT 16-7

The Proposer shall submit their bid price for Turnover on Attachment 16-7.

h. ADDITIONAL CONTRACTUAL SERVICES (ACS) BID PRICE FORM, ATTACHMENT 16-8

The Proposer shall submit a separate, bid price for the full implementation, and operations for each ACS with the exception of those specific work items paid under Cost Reimbursement. The Proposer must bid an ACS Operations Fixed Price for each of the Contract phases, including extensions. The ACS bid price shall not be included in the total evaluated cost proposal bid price, but the ACS bid price must be submitted with the Cost Proposal on Attachment 16-8. The Proposer should include justification for the cost of implementing the ACS. If the proposed ACS(s) has no impact on Operations, the Proposer shall enter a zero (0) for each of the Contract phases and extensions.

CDHS may request cost data to substantiate the bid price for an ACS. The Proposer must supply such cost data from the escrow account, except to the extent that the cost data requested contains confidential, proprietary, or trade secret information. In that event, CDHS' review of the parts of the cost data that the Proposer claims are proprietary shall be governed by Section D, Proposer Questions.

i. MEDI-CAL PUBLICATION BID PRICE FORM, ATTACHMENT 16-9

LANGUAGE TO BE DETERMINED

j. TOTAL EVALUATION BID PRICE FORM, ATTACHMENT 16-10

The Proposer shall add Lines A - G on Attachment 16-10 to arrive at the total cost proposal bid price. This amount shall then be entered on Line H. The total evaluation bid price shown on Line H will be given a numeric score in relation to the lowest total evaluated cost proposal bid price, and then it will be multiplied by the respective weight assigned to this component of the evaluation score.

k. PRICE PROPOSAL FORM-CHANGE ORDERS, AMENDMENTS AND SYSTEM DEVELOPMENT NOTICES, ATTACHMENT 16-11

LANGUAGE TO BE DETERMINED

l. PRICE PROPOSAL FORM-SPECIAL PROJECTS, ATTACHMENT 16-12

LANGUAGE TO BE DETERMINED

k. BID ALLOCATION WORKSHEET, ATTACHMENT 16-13

Complete the Bid Allocation Worksheet.

l. COST PROPOSAL RESPONSE GUIDE, ATTACHMENT 16-14

The Cost Proposal Response Guide identifies where information may be located in the RFP. The Proposer must place a check mark in the column next to each bid price form that is included in the cost proposal.

**M. Proposal Submission****1. General Instructions**

- a. Assemble the Original Set, five (5) copies, and the one (1) CD-ROM of your Proposal according to the instructions in RFP Section K.2. Assemble the Original Set, five (5) copies and the one (1) CD-ROM of your cost proposal according to the instructions in RFP Sections L.2, L.3. and L.5.

**Note:** The CD-ROM versions must be identical to the original hardcopy of the technical proposal and cost proposals.

- b. Package your Proposal as instructed in RFP Section K.2. Package your cost proposal as instructed in RFP Section L.2.
- c. Mail or arrange for hand delivery of your proposal to the California Department of Health Services, Office of Medi-Cal Procurement. Proposals may not be transmitted electronically by fax or email.
- d. The Office of Medi-Cal Procurement must receive your proposal, regardless of postmark or method of delivery, by **4:00 p.m. on (TBD)**. Late proposals will not be reviewed or scored.
- e. Submit your proposal using one of the following methods.

<b>Hand Delivery or Overnight Express:</b>	<b>U.S. Mail:</b>
<b>Proposal RFP 06-55000</b> Department of Health Services Mail Station 4200 Office of Medi-Cal Procurement 1501 Capitol Avenue, Suite 71.5131 Sacramento, CA 95814	<b>Proposal RFP 06-55000</b> Department of Health Services Mail Station 4200 Office of Medi-Cal Procurement P.O. Box 997413 Sacramento, CA 95899-7413

- f. Proposer warning
- 1). CDHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If the Proposal is mailed, consider using certified or registered mail and request a receipt upon delivery.
  - 2) For hand deliveries, including special courier and messenger services, allow sufficient time to locate on-street metered parking and to check in at the lobby security station. Ask security personnel to call Steve Sodergren/Karissa Kanenaga at (916) 552-8006 to arrange for proposal pickup. Proposers are warned not to surrender their proposals in the care of a person other than CDHS Office of Medi-Cal Procurement staff. Please refer to Appendix 3 for a map of the delivery location.
  - 3) Due to parking restrictions at this location, express delivery companies (Fed Ex, UPS, DHL, etc.) deliver to the building's loading dock area. CDHS' internal processing of express deliveries may add 12-24 hours to the delivery time, and should be considered when determining your shipping date and time.

**2. Proof of timely receipt**

- a. CDHS staff will log and attach a date/time stamped slip or bid receipt to each proposal package/envelope received. If a proposal envelope or package is hand delivered, CDHS staff will give a bid receipt to the hand carrier upon request.
- b. To be timely, CDHS' Office of Medi-Cal Procurement must receive each proposal at the stated delivery address no later than 4:00 p.m. on the proposal submission due date. Neither delivery to the Department's mailroom or a U.S. postmark will serve as proof of timely delivery.
- c. CDHS will deem late proposals nonresponsive.

### 3. Proposer costs

Proposers are responsible for all costs of developing and submitting a proposal. Such costs cannot be charged to CDHS or included in any cost element of a Proposer's price offering.

## N. Evaluation and Selection

A multiple stage evaluation process will be used to review and/or score technical proposals. CDHS will reject any proposal that is found to be nonresponsive at any stage of evaluation.

A separate evaluation committee will be used for all stages during the evaluation and selection process. The evaluation committee is comprised of four groups:

The **Preliminary Review Committee (PRC)** consists of team leads from OMCP and Payment Systems Division (PSD) and conducts the Stage 1 review.

The **Evaluation Scoring Committee (ESC)** consists of Health Care Options Section staff and CDHS staff working in other areas of the Medi-Cal program. The ESC conducts the review of the proposals.

The **Rating Review Committee (RRC)** consists of OMCP management staff and members of the PRC. The RRC will interact with the ESC throughout the evaluation process.

The **Executive Review Committee (ERC)** consists of CDHS management officials. The ERC may, at the members' discretion, review evaluation and selection processes and recommended scores for each proposal throughout the procurement process. The review is to assure all appropriate processes have been followed. Additionally, the ERC may seek independent review or advice from individuals within the CDHS or elsewhere regarding procurement policy matters, technical and/or cost proposal deficiencies, and acceptability.

### 1. Stage 1 – Required Attachment / Certification Checklist review

- a. Shortly after the proposal submission deadline, the PRC will convene to review each proposal for timeliness, completeness and initial responsiveness to the RFP requirements. This is a pass/fail evaluation.
- b. In this review stage, the PRC will compare the contents of each proposal to the claims made by the Proposer on the Required Attachment / Certification Checklist to determine if the Proposer's claims are accurate.
- c. If deemed necessary, the PRC may collect additional documentation (i.e., missing forms, missing data from RFP attachments, missing signatures, etc.) from a Proposer to confirm the claims made on the Required Attachment / Certification Checklist and to ensure that the proposal is initially responsive to the RFP requirements.

- d. If a Proposer's claims on the Required Attachment / Certification Checklist cannot be proven or substantiated, the proposal will be deemed nonresponsive and rejected from further consideration.

## 2. Stage 2 – Technical Proposal Evaluation/Scoring

- a. Technical proposals that meet the basic format requirements, initial qualification requirements and contain the required documentation, as evidenced by passing the Stage 1 review, will be submitted to the ESC.

The ESC will individually and/or as a team review and evaluate Technical Proposals based on the Technical Proposal's adequacy, thoroughness, and the degree to which it complies with the RFP requirements.

- b. The ESC will use the following scoring system to assign points. Following this chart is a list of considerations that the ESC may take into account when assigning points to a Technical Proposalproposal.

Certain evaluation questions contain unique point assignment instructions within the questions themselves. The ESC will assign points for the Proposer's response to these questions per point assignment instructions contained within the respective questions.

Points	Interpretation	General basis for point assignment
0	<b>Inadequate</b>	Proposal response (i.e., content and/or explanation offered) is inadequate or does not meet CDHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are significant and unacceptable.
1	<b>Barely Adequate</b>	Proposal response (i.e., content and/or explanation offered) is barely adequate or barely meets CDHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), may be consequential but are acceptable.
2	<b>Adequate</b>	Proposal response (i.e., content and/or explanation offered) is adequate or meets CDHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), if any, are inconsequential and acceptable.
3	<b>More than Adequate</b>	Proposal response (i.e., content and/or explanation offered) is more than adequate or fully meets CDHS' needs/requirements or expectations.
4	<b>Excellent or Outstanding</b>	Proposal response (i.e., content and/or explanation offered) is well above average or exceeds CDHS' needs/requirements or expectations. Proposer offers one or more enhancing features, methods or approaches that will enable performance to exceed CDHS' basic expectations.

- c. In assigning points for individual Evaluation Questions, the ESC may consider issues including, but not limited to, the extent to which a Technical Proposal:
- 1) Is lacking information, lacking depth or breadth or lacking significant facts and/or details, and/or;

- 2) Is fully developed, comprehensive and has few if any weaknesses, defects or deficiencies, and/or;
  - 3) Demonstrates that the Proposer understands CDHS' needs, the services sought, and/or the Contractor's responsibilities, and/or;
  - 4) Illustrates the Proposer's capability to perform all services and meet all Scope of Work requirements, and/or
  - 5) If implemented, will contribute to the achievement of CDHS goals and objectives; and/or
  - 3) Demonstrates the Proposer's capacity, capability and/or commitment to exceed regular service needs (i.e., enhanced features, approaches, or methods; creative or innovative business solutions).
- d. Below are the point values and weight values for each category that will be scored. The Technical Proposal Score represents sixty percent (60%) of the Total Point Score. The Technical Proposal will be scored on a scale of 0 to 880 points, as follows:

Rating Category	Points	X	Weight	=	Total
Executive Summary	20	X	1.0	=	20
Agency Capability	32	X	1.5	=	32
Project Management	8	X	1.5	=	12
Project Personnel	52	X	1.5	=	78
Facilities and Resources	24	X	1.0	=	24
Financial Stability Plan	28	X	.5	=	14
Work Plan	500	X	2.0	=	700
Total Possible Points					880

The final Technical Proposal Scores shall be rounded to two (2) decimal places.

#### 4. Stage 3 - Additional Contractual Services (ACS) Initial Review

- a. In this stage, the ESC will individually and/or as teams perform an initial review of a Proposer's submitted ACS(s) to assist CDHS in determining if the ACS(s) warrant further evaluation prior to Contract award.
- b. There are no points associated with Stage 4, and review of a Proposer's ACS(s) during Stage 3 review has no impact on the Proposer's Technical Proposal score, which was determined in Stages 1 and 2.
- c. In this review stage, ACS evaluation will be Pass/Fail, and will be based upon the degree to which the ACS improves:
  - 1) Beneficiary education and enrollment services;
  - 2) Ability to administer the Contract;
  - 3) The level and efficiency of completing processes described in this RFP;
  - 4) Systematic control of program costs.

- d. The ESC will evaluate the following questions to determine if an ACS will Pass or Fail. An ACS that receives “pass” credits on at least four (4) of the seven (7) evaluation questions will be considered “accepted”. An ACS that receives three (3) or fewer “pass” credits out of the seven (7) evaluation questions will be considered “rejected”.
- 1) If accepted by the ESC, the ACS will be subject to further evaluation, including a cost analysis to determine if the benefit derived from implementation of the ACS is worth the cost of development. This further evaluation will occur after the Notice of Intent to Award is posted.
  - 2) If rejected by the ESC, the ACS will simply not become a part of the Contract. As mentioned above, rejection of an ACS(s) has no effect on a Proposer’s Technical Proposal score.
  - 3) If CDHS accepts or rejects an ACS, the Proposer will be notified at the end of the procurement process. No further action on the ACS will take place until then.
  - 4) Prices for ACSs will not be included in the calculation of the total evaluated price used in cost proposal scoring.

<b>Initial Review of ACS Criteria</b>	<b>Pass</b>	<b>Fail</b>
Is the ACS an improvement of existing operations?		
Is the ACS consistent with CDHS policy?		
Is the ACS consistent with the requirements and intent of the RFP?		
Does the ACS allow for CDHS monitoring and auditing?		
Is the ACS in the best interest of CDHS?		
Is the ACS feasible to implement?		
Does the ACS show an understanding of the HCO operations and its related processes?		
<b>Pass Credits Earned _____</b>		

## 5. Stage 4 - Cost Proposal Evaluation

The Cost Proposal evaluation consists of two parts.

- a. First, the PRC will reconvene to review each Cost Proposal for completeness and responsiveness to the RFP requirements.
  - 1) The PRC will compare the contents of each Cost Proposal to the claims made by the Proposer on Required Attachment/Certification Checklist, Attachment 2b, to determine if the Proposer’s claims are accurate.
  - 2) If a Proposer’s claims on the Required Attachment/Certification Checklist, Attachment 2b, cannot be proven or substantiated, the Cost Proposal may, at CDHS’ sole discretion, be deemed non-responsive and the entire proposal rejected from further consideration.
  - 3) If a Proposer fails to submit a complete Cost Proposal in CDHS’ prescribed format, its Cost Proposalproposal, may, at CDHS’ sole discretion, be deemed non-responsive and the entire proposal rejected from further consideration.

- b. Second, after it has been determined that the Cost Proposal is complete and in compliance with the RFP instructions, the ESC will:
  - 1) Review the Cost Proposal to ensure that it contains nothing that changes how the Contract payment structure operates, the incentives provided in the payment structure, or the Proposer's demonstrated ability to perform the Contract (Contractor responsibility).
  - 2) Evaluate whether the Proposer states its awareness that all prices contained in its proposal are fixed.
  - 3) Evaluate each overall price in relation to the lowest overall price submitted. The lowest price will be given the maximum points allowed, while the other prices will be scored using the following formula:

$$\frac{\text{Lowest Cost Price}}{\text{Proposed Cost Price}} \times 377 \text{ Points (Maximum Price Cost Score)} = \text{Cost Proposal Score}$$

- 4) In the event of arithmetic or transposition errors, CDHS will interpret numbers contained in the Cost Proposal in the manner described in CDHS Rights, section N.8.d.1, Correction of Clerical or Mathematical Errors.
- 5) The maximum amount of points that can be earned from the Cost Proposal is two hundred (377). The Cost Proposal Score represents forty percent (30%) of the Total Proposal Score. Final Cost Proposal Scores shall be rounded to two (2) decimal places.

## 6. Stage 5 – Combining Narrative Proposal Score and Cost Section Score

CDHS will combine the narrative proposal score to the final Cost Section score and will tentatively identify the firm with the highest combined proposal score from each of the earlier evaluation stage(s).

## 7. Stage 6 – Adjustments to Score Calculations for Bidding Preferences

- a. CDHS will determine which firms, if any, are eligible to receive a bidding preference (i.e., small business or non-small business subcontractor preference, TACPA and/or EZA" )
- b. To confirm the identity of the highest scored responsive Proposer, DHS will adjust the total score for applicable claimed preference(s) for those Proposers eligible for bidding preferences. DHS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services. More information about the allowable bidding preferences appears in the RFP section entitled, "Preference Programs".
- c. The overall price of Proposers claiming the Small Business Preference will be adjusted by the appropriate percentage in order to determine the lowest bid price after adjustment. This adjusted bid price will be used to calculate cost proposal point awards.



## 8. Stage 7 – Calculating the Total Proposal Score

The RRC will use the formula shown below to calculate Total Proposal Scores and to determine the highest scored proposal. The final Total Proposal Scores shall be rounded to two decimal places.

a.	Narrative Proposal Score	x 70% =	Technical Score
b.	Cost Section Score	x 30% =	Cost Score
c.	Technical Score		
	+ Cost Score		
	= <u>Total Point Score</u>		

## O. Technical Proposal Rating Factors

The ESC will use the following criteria to score each Technical Proposal.

### 1. Executive Summary

<b>Executive Summary Rating Factors (Not to exceed 3 pages)</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent did the Proposer express, in its own words, its understanding of CDHS needs and the importance of this project?	<b>0- 4</b>	<b>4</b>
To what extent did the Proposer demonstrate the tangible results that it expects to achieve?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer express a sincere commitment to perform the work in an efficient manner?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer demonstrate that it can effectively integrate this project into its current obligations and existing workload?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer adequately explain why it should be chosen to undertake this project at this time?	<b>0-4</b>	<b>4</b>
<b>Executive Summary Score</b>		<b>20_ Points Earned X 1.0 Weight = 20</b>

### 2. Agency Capability

<b>Agency Capability Evaluation Questions Section K.3.d.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
Upon reviewing the Proposer's description of its business history, to what extent are the Proposing firm's goals relevant or related to this project?	<b>0-4</b>	<b>4</b>
From the description in its proposal, to what extent does the Proposer possess experience in operating and managing a Medicaid, Medicare, or other health plan enrollment system(s)?	<b>0-4</b>	<b>4.</b>

<b>Agency Capability Evaluation Questions Section K.3.d.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
From the description described in its proposal, to what extent does the Proposer possess experience in designing, developing, operating, and managing a large-scale plan enrollment operation that is similar in scale and function to HCO Program described in this RFP?	<b>0-4</b>	<b>4</b>
From the description in its proposal, to what extent does the Proposer possess experience in operating and managing other government Contracts?	<b>0-4</b>	<b>4</b>
Based on a review of the Proposer's information about its prior accounts or work projects in the past 3 years, to what extent did the Proposer demonstrate that it has performed services that were similar in nature or closely related to the RFP Scope of Work?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer demonstrate that it has had experience establishing and maintaining effective working relationships with government entities, local community based organizations, and private nonprofit organizations?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer's prior clients, as a whole, confirm their satisfaction with the Proposer's past work and indicate that they would use the Proposer's services again?	<b>0-4</b>	<b>4</b>
To what extent did the Proposer's prior clients confirm the Proposer's ability to deliver timely and effective services and deliverables?	<b>0-4</b>	<b>4</b>
<b>Proposer Capability Score</b>		<b>32 Points Earned X 1.5 Weight = 48</b>

### 3. Management Plan

<b>Management Plan Evaluation Questions Section K.3.f</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent has the proposer demonstrated its capability to effectively coordinate, manage and monitor the efforts of assigned staff (including subcontractors) to ensure that work is effectively and timely completed?	<b>0-4</b>	<b>4</b>
Upon reviewing the Proposer's organization chart in the Appendix Section, to what extent does the Proposer's organizational structure describe distinct lines of authority and reporting relationships between management and all staff including subcontractors?	<b>0-4</b>	<b>4</b>
<b>Management Plan Score</b>		<b>8 Points Earned X 1.5 Weight = 12</b>

### 4. Project Personnel

<b>Project Personnel Evaluation Questions Section K.3.g.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent does the Proposer describe its organizational structure and proposed staffing levels?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that the proposed staff for each organizational unit represents the appropriate classification(s)?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that the organizational structure provides for a logical division of responsibilities and workable reporting relationships?	<b>0-4</b>	<b>4</b>
To what extent does Proposer have acquisition methods to recruit and select staff? To what extent does the proposed Staff Loading Chart assure that experienced and trained personnel are available to support all Takeover tasks and begin full HCO Program Operations?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that the proposed acquisition methods ensure that staff hired is experienced, especially in the specialized areas?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that alternative action and/or contingency plans are offered to ensure provision of service to beneficiaries, other interested parties and CDHS without interruption?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that it has a senior management team for the Contract?	<b>0-4</b>	<b>4</b>
In reviewing the commitment of the Proposer's staff, to what extent does the Proposer guarantee an employee's assignment to the Contract will continue; i.e., an employee will be assigned to this Contract for at least two (2) years, and the Contractor Representative for at least three (3) years (excluding employee termination of all relationships with the Proposer or Proposer's subcontractors as they apply to this Contract)?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that the Contractor Representative will have decision-making authority for administrative, operations and system decisions and ability to bind the Proposer?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show reporting relationships between the Contractor Representative and any subcontractors? To what extent does the Proposer show reporting relationships between the Contractor Representative and the required management team staff?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer's Contract priority statement show that this Contract will be of high priority to the Proposer and any parent corporations or subcontractors?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer's Contract priority statement show that the Contractor Representative and all employees are dedicated staff to this Contract only?	<b>0-4</b>	<b>4</b>

<b>Project Personnel Evaluation Questions Section K.3.g.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent does the Proposer identify all affiliates or persons and concerns exercising control or ownership of the Proposer and any or all of its affiliates? In this question, evaluate whether the Proposer indicated the type of control or ownership; i.e., common officers, directors, stockholders with controlling interest.	<b>0-4</b>	<b>4</b>
<b>Project Personnel Score</b>		<b>52 Points Earned X 1.5 Weight = 78</b>

## 5. Facilities and Resources

<b>Facilities and Resources Evaluation Questions Section K.3.j.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent does the Proposer's plan commit the Proposer to securing a facility and making all necessary modifications on a timely basis to meet RFP requirements, including the commitment to provide space for CDHS on-site monitoring as required in the RFP? To what extent does the Proposer's plan commit to securing all necessary space for field staff to conduct presentations? To what extent does the Proposer include all necessary tasks and clearly define, through narrative description, supporting documentation, and Gantt charts (or equivalent) that the tasks are reasonable and logical in terms of sequencing, interdependencies, and priorities?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show an understanding of the interdependencies with Takeover tasks?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show how the plan provides for the monitoring of plan progress and reporting to CDHS?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show its plan to secure a facility located within a thirty (30) mile radius of the Capitol, including lease or purchase options and evidence of timely telephone, telecommunications, electrical service, and whatever other requirements are appropriate based on the HPE proposal?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer's plan meet all RFP requirements in providing for interim Takeover space and permanent space for CDHS staff?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that it has access to sufficient resources to allow it to fulfill the necessary business and performance requirements as described in the RFP?	<b>0-4</b>	<b>4</b>
<b>Facilities and Resources Score</b>		<b>24 Points Earned X 1.0 Weight = 24</b>

## 6. Financial Stability

<b>Financial Stability Plan Evaluation Questions Section K.3. i.</b>	<b>Points Possible</b>	<b>Total Possible Points Earned</b>
To what extent does the Proposer show it has financial resources to maintain the capital investment in this project until CDHS accepts the deliverables for Takeover?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that it has the ability to generate positive cash flow from other ongoing operations and/or working capital to cover the lapse between the time the Contractor submits invoices and CDHS pays invoices? This includes the ability to endure cash flow shortages or other financial difficulties that might otherwise have a significant adverse effect upon the Contractor's operations and interfere with the Contractor's ability to satisfy its obligations under this Contract.	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show the ability to establish and maintain tangible net worth to provide for unexpected fluctuations or trends in operational costs, or any payment delays or liquidated damage assessments if the Contractor deliverables are rejected by CDHS?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show the ability to meet tangible net worth requirements as outlined in Minimum Financial Criteria?	<b>0-4</b>	<b>4</b>
To what extent are the Proposer's capital resources available for use in performing this Contract?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show financial ratios of liquidity and debt that demonstrates financial stability?	<b>0-4</b>	<b>4</b>
To what extent does the Proposer show that it has tangible net worth and working capital to ensure: That each task is completed during Takeover?  The ongoing operation of the HCO Program?  The Turnover of the HCO Program to the successor Contractor which is in accordance with RFP requirements?	<b>0-4</b>	<b>4</b>
Are the Proposer's financial statements for the last fiscal year-end accompanied by a qualified audit opinion from an independent certified public accountant?	<b>0-4</b>	<b>4</b>
<b>Financial Stability Plan Score</b>	<b>28 Points Earned X .50 Weight = 14</b>	

## 7. Work Plan

<b>a. TAKEOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
1)	To what extent does the Proposer describe its understanding of the work to be performed during the Takeover Phase?	K.3.j.3)a)-d)	Exhibit A, Att. I	4	X	1.5	=	6.0
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Takeover Phase?	K.3.j.3)e)	Exhibit A, Att. I	4	X	.5	=	2
3)	<p>To what extent does the Takeover Work Plan include all required Takeover milestones and deliverables as required in the RFP?</p> <p>The following will be considerations in scoring:</p> <p>A. Are activities defined in the level of detail required in the RFP?</p> <p>B. Are the milestones and definitions of deliverables logical, realistic, and acceptable to the State and do they meet submission requirements?</p> <p>C. Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and State review and approval?</p>	K.3.j.3)f) and K.3.j.5)a)i	Exhibit A, Att. I Section 1.6.1	4	X	2.0	=	8

<b>a. TAKEOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Takeover Management and Planning?</p> <p>At a minimum the Proposer will be expected to address:</p> <ul style="list-style-type: none"> <li>A. Project Control and Reporting Process</li> <li>B. Takeover Management Team</li> <li>C. Training and Personnel Program and Training Plan</li> <li>D. Organizational Structure and Personnel Acquisition</li> <li>E. Personnel</li> <li>F. Assumptions of Operations Plan</li> </ul>	K.3.j.3)f) and K.3.j.5)a)ii	Exhibit A, Att. I Section 1.6.2 to 1.6.7	4	X	2.0	=	8
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Takeover Facilities?</p> <p>At a minimum the Proposer will be expected to address:</p> <ul style="list-style-type: none"> <li>A. Facilities Acquisition and Installation Plan</li> <li>B. Set-Up</li> </ul>	K.3.j.3)f) and K.3.j.5)a)iii	Exhibit A, Att. I Section 1.7	4	X	2.0	=	8

<b>a. TAKEOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
6)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for Data Files?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Data Files Layout Description Manual B. Data File Installation Plan C. Installation of Data Files D. Data Files During Assumption</p>	K.3.j.3)f) and K.3.j.5)a)iv	Exhibit A, Att. I Section 1.8	4	X	2.0	=	8
7)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Informing Materials?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Materials Development and Production and Mailing Functions Plan B. Develop, Produce and Mail Informing Materials</p>	K.3.j.3)f) and K.3.j.5)a)v	Exhibit A, Att. I Section 1.9	4	X	2.0	=	8



<b>a. TAKEOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
8)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Customer Service?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Customer Service Plan B. Set-Up Customer Service Functions</p>	K.3.j.3)f) and K.3.j.5)a)vi	Exhibit A, Att. I Section 1.10	4	X	2.0	=	8
9)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Procedures Development requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Policy and Procedures Manuals B. Reports Distribution List C. Security and Confidentiality Plan D. Disaster Prevention and Recovery Plan E. Quality Assurance F. Problem Correction Tracking Plan G. Systems Group Organization and Procedures H. Computer Operations I. Hardware and Software Configuration J. Records Retention K. Other Administrative Procedures L. Data Dictionary Users Guide</p>	K.3.j.3)f) and K.3.j.5)a)vii	Exhibit A, Att. I Section 1.11 to 1.20.2	4	X	2.0	=	8

<b>a. TAKEOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
10)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Financial Management requirements?	K.3.j.3)f) and K.3.j.5)a)viii	Exhibit A, Att. I Section 1.21	4	X	2.0	=	8
11)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the System Testing requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. System Test Plan B. System Testing Responsibilities</p>	K.3.j.3)f) and K.3.j.5)a)ix	Exhibit A, Att. I Section 1.24	4	X	2.0	=	8
12)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Acceptance Testing requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Acceptance testing Support Plan B. Acceptance Testing Responsibilities C. Acceptance Testing Categories D. Selected Acceptance Testing Scenarios E. Acceptance Testing Evaluation Response F. Acceptance Decisions</p>	K.3.j.3)f) and K.3.j.5)a)x	Exhibit A, Att. I Section 1.25	4	X	2.0	=	8

<b>a. TAKEOVER PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
13)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Assumptions of Operations requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Enrollment and Disenrollment Processing B. Two-Way File Transfer C. File Maintenance</p>	K.3.j.3)f) and K.3.j.5)a)xi	Exhibit A, Att. I Section 1.26	4	X	2.0	=	8
<b>TAKEOVER SCORE</b>								= 96

<b>b. CUSTOMER SERVICE PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed for the Customer Service function?	K.3.j.3)a)-d)	Exhibit A, Att. II Section 1	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Customer Service function?	K.3.j.3)e)	Exhibit A, Att. II Section 1	4		.5		2

<b>b. CUSTOMER SERVICE PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Telephone Call Center?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Equipment B. Staffing C. Hold Times D. Phone Center System</p>	K.3.j.3)f) and K.3.j.5)b)i	Exhibit A, Att. II Section 1.3	4	X	2.0	=	8
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Education and Outreach?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Presentation Sites B. Presentation Scheduling C. Presentation Materials D. Presentation Monitoring E. Presentation Staffing F. Conducting Presentations G. Outreach and Enrollment Sessions</p>	K.3.j.3)f) and K.3.j.5)b)ii	Exhibit A, Att. II Section 1.4	4	X	2.0	=	8
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Research?</p>	K.3.j.3)f) and K.3.j.5)b)iii	Exhibit A, Att. II Section 1.5	4	X	2.0	=	8

<b>b. CUSTOMER SERVICE PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Customer Service Web Site?	K.3.j.3)f) and K.3.j.5)b)iv	Exhibit A, Att. II Section 1.6	4	X	2.0	=	8
7)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Provider Information Network?	K.3.j.3)f) and K.3.j.5)b)v	Exhibit A, Att. II Section 1.7	4	X	2.0	=	8
<b>CUSTOMER SERVICE PLAN SCORE</b>								= 48

<b>c. INFORMING MATERIALS PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Informing Materials operations?	K.3.j.3)a)d)	Exhibit A, Att. II Section 2	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Informing Materials operations?	K.3.j.3)e)	Exhibit A, Att. II Section 2	4	X	.5	=	2

<b>c. INFORMING MATERIALS PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Materials Development and Production?</p> <p>At a minimum the Proposer will be expected to address:</p> <ul style="list-style-type: none"> <li>A. Development of Materials</li> <li>B. Schedule for Developing Materials</li> <li>C. New Informing Materials</li> <li>D. Existing Informing Materials</li> <li>E. Production of Materials</li> <li>F. Control Binders</li> </ul>	K.3.j.3)f) and K.3.j.5)c)i	Exhibit A, Att. II Section 2.4	4	X	2.0	=	8
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Mailing Functions?</p> <p>At a minimum the Proposer will be expected to address:</p> <ul style="list-style-type: none"> <li>A. Mailing of HCO Informing Materials</li> <li>B. Informing and Re-Informing Materials</li> <li>C. Monthly Reconciliation and Annual Renotification Process</li> <li>D. Mandatory-To-Voluntary Aid Code Status</li> <li>E. Mass Mailing and Packet Request Process</li> <li>F. Fulfillment Standards</li> <li>G. Mailing Operations</li> </ul>	K.3.j.3)f) and K.3.j.5)c)ii	Exhibit A, Att. II Section 2.5	4	X	2.0	=	8

<b>c. INFORMING MATERIALS PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Inventory of HCO materials?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Location of Materials B. Inventory Control C. Replenishment of Inventory D. HCO access to its current inventory levels</p>	K.3.j.3)f) and K.3.j.5)c)iii	Exhibit A, Att. II Section 2.6	4	X	2.0	=	8
6)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Medi-Cal Policy Materials?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Design Services B. Printer Services C. Distribution Functions D. Storage and Inventory Standards E. Order Fulfillment</p>	K.3.j.3)f) and K.3.j.5)c)iv	Exhibit A, Att. II Section 2.9	4	X	2.0	=	8
<b>INFORMING MATERIALS SCORE</b>							<b>=</b>	<b>40</b>

<b>d. ENROLLMENT/DISENROLLMENT</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Enrollment/Disenrollment operations?	K.3.j.3)a)d)	Exhibit A, Att. II Section 3	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Enrollment/Disenrollment operations?	K.3.j.3)e)	Exhibit A, Att. II Section 3	4	X	.50	=	2
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Forms Processing Operations?  At a minimum the Proposer will be expected to address:  A. Choice Form Processing B. Special Disenrollment Request Forms	K.3.j.3)f) and K.3.j.5)d)i	Exhibit A, Att. II Section 3.4	4	X	2.0	=	8
4)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for other Enrollment/Disenrollment Operations?  At a minimum the Proposer will be expected to address:  A. Exceptions to Plan Enrollment B. Beneficiary Auto Assignment C. Health Plan Membership Status Letter	K.3.j.3)f) and K.3.j.5)d)ii	Exhibit A, Att. II Section 3.5 to 3.7	4	X	2.0	=	8



<b>d. ENROLLMENT/DISENROLLMENT</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
5)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for HCO Operations Interface?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Communications Link B. Medi-Cal Eligibility Database System Interface C. Health Plan Interface</p>	K.3.j.3)f) and K.3.j.5)d)iii	Exhibit A, Att. II Section 3.8	4	X	2.0	=	8
<b>ENROLLMENT/DISENROLLMENT PLAN SCORE</b>								= 32

<b>e. QUALITY ASSURANCE PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
1)	To what extent does the Proposer describe its understanding of the work to be performed in for the Quality Assurance operations?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 4	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Quality Assurance operations?	K.3.j.3)e)	Exhibit A, Att. II Section 4	4	X	.5	=	2
3)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Quality Assurance Unit?	K.3.j.3)f) and K.3.j.5)e)i	Exhibit A, Att. II Section 4.4	4	X	2.0	=	8

<b>e. QUALITY ASSURANCE PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
4)	<p>To what extent does the Proposer describe in detail the Quality Assurance Standards and Procedures Manual?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Quality Assurance Procedure B. Quality Management Review C. Quality Management Performance Measurement</p>	K.3.j.3)f) and K.3.j.5)e)ii	Exhibit A, Att. II Section 4.5	4	X	2.0	=	8
5)	<p>To what extent does the Proposer describe in detail its understanding of the Quality Management Key Operational Areas?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Forms Processing B. Information Updates C. Daily Eligible and Monthly Reconciliation Files D. HCO Transaction Log File E. Customer Service F. Telephone Assistance G. Enrollment Service Representatives Presentations H. Research I. HCO Informing Materials Mailed J. All Other Operation Areas Not Required to be Monitored</p>	K.3.j.3)f) and K.3.j.5)e)iii	Exhibit A, Att. II Section 4.6	4	X	2.0	=	8

<b>e. QUALITY ASSURANCE PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for Special Quality Assurance Studies?	K.3.j.3)f) and K.3.j.5)e)iv	Exhibit A, Att. II Section 4.7	4	X	2.0	=	8
7)	To what extent does the Proposer describe in detail how the Proposer will make the Quality Assurance Information available to the State?	K.3.j.3)f) and K.3.j.5)e)v	Exhibit A, Att. II Section 4.8	4	X	2.0	=	8
8)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Change Support System?	K.3.j.3)f) and K.3.j.5)e)vi	Exhibit A, Att. II Section 4.9	4	X	1.5	=	8
9)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the HCO Program Operations Policy and Procedures Manuals?	K.3.j.3)f) and K.3.j.5)e)vii	Exhibit A, Att. II Section 4.10	4	X	1.5	=	8
<b>QUALITY ASSURANCE PLAN SCORE</b>							=	64

<b>f. PROBLEM CORRECTION PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed by the Problem Correction Process?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 5	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Problem Correction Process?	K.3.j.3)e)	Exhibit A, Att. II Section 5	4	X	.5	=	2

<b>f. PROBLEM CORRECTION PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Problem Statement Categories?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Initial Problem Statements</p> <p>B. Interim Response Problem Statement</p> <p>C. Corrective Action Plan Problem Statement</p> <p>D. Closure Notices</p>	K.3.j.3)f) and K.3.j.5)f)i	Exhibit A, Att. II Section 5.5	4	X	2.0	=	8
<b>PROBLEM CORRECTION PLAN SCORE</b>								= 16

<b>g. REPORTS PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Reports function?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 6	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Reports function?	K.3.j.3)e)	Exhibit A, Att. II Section 6	4	X	.5	=	2

<b>g. REPORTS PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Reports Deliverables?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Customer cServie Reports  B. Enrollment/Disenrollment Reports  C. Informing Materials Reports  D. Training Reports  E. Quality Assurance Reports  F. Problem Correction System Reports  G. Training Attendance Report  H. Records Retention Reports  I. Disaster Prevention and Recovery Reports  J. Monthly Progress Reports</p>	K.3.j.3)f) and K.3.j.5)g)i	Exhibit A, Att. II Section 6.5	4	X	2.0	=	8
4)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Production of Reports?	K.3.j.3)f) and K.3.j.5)g)ii	Exhibit A, Att. II Section 6.6	4	X	2.0	=	8
5)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Delivery of Reports?	K.3.j.3)f) and K.3.j.5)g)iii	Exhibit A, Att. II Section 6.7	4	X	1	=	8
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for Reports to Managed Care Plans?	K.3.j.3)f) and K.3.j.5)g)iii	Exhibit A, Att. II Section 6.8	4	X	1	=	8
<b>REPORTS PLAN SCORE</b>							<b>=</b>	<b>40</b>

<b>h. TRAINING PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-3)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed for Training operations?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 7	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Training operations?	K.3.j.3)e)	Exhibit A, Att. II Section 7	4	X	.5	=	2
3)	To what extent does the Proposer describe in detail a Training and Personnel Development Program?	K.3.j.3)f) and K.3.j.5)h)i	Exhibit A, Att. II Section 7.4	4	X	2.0	=	8
	<p>To what extent does the Proposer describe in detail a Training Plan?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Annual Training Plan Update B. Security and Confidentiality Training C. Disaster Prevention Training</p>	K.3.j.3)f) and K.3.j.5)h)ii	Exhibit A, Att. II Section 7.5	4	X	2.0	=	8
<b>TRAINING PLAN SCORE</b>								= 24

<b>i. RECORDS RETENTION AND RETRIEVAL</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Records Retention and Retrieval function?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 8	4	X	1.5	=	6

<b>i. RECORDS RETENTION AND RETRIEVAL</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Records Retention and Retrieval Procedures?	K.3.j.3)e)	Exhibit A, Att. II Section 8	4	X	.5	=	2
3)	<p>To what extent did the Proposer submit a Records Retention and Retrieval Policy and Procedures Manual that addresses all the requirements of the Scope of Work for Records Retention and Retrieval?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Retention B. Retrieval C. Certification D. Assistance With Investigations</p>	K.3.j.3)f) and K.3.j.5)i)i	Exhibit A, Att. II Section 8.4	4	X	2.0	=	8
<b>RECORDS RETENTION AND RETREIVAL PLAN SCORE</b>							=	16

<b>j. SECURITY PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Security and Confidentiality function?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 9	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Security and Confidentiality Function?	K.3.j.3)e)	Exhibit A, Att. II Section 9	4	X	.50	=	2

<b>j. SECURITY PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
3)	To what extent does the Proposer describe in detail the Security and Confidentiality Plan?  At a minimum the Proposer will be expected to address its procedures for:  A. Security B. Confidentiality C. Risk Analysis	K.3.j.3)f) and K.3.j.5)j)i	Exhibit A, Att. II Section 9.4 to 9.5	4	X	2.0	=	8
4)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for National Provider Identifier (NPI)?	K.3.j.3)f) and K.3.j.5)j)ii	Exhibit A, Att. II Section 9.6	4	X	2.0	=	8
<b>SECURITY PLAN SCORE</b>								= 24

<b>k. DISASTER AND PREVENTION AND RECOVERY PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed in the Disaster Prevention and Recovery function?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 10	44	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Disaster Prevention and Recovery Program?	K.3.j.3)e)	Exhibit A, Att. II Section 10	4	X	.5	=	2



<b>K. DISASTER AND PREVENTION AND RECOVERY PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe in detail the Disaster Prevention and Recovery Plan?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Disaster Prevention B. Disaster Recovery C. Risk Analysis and Assessment</p>	K.3.j.3)f) and K.3.j.5)k)i	Exhibit A, Att. II Section 10	4	X	2.0	=	8
<b>DISASTER AND PREVENTION PLAN SCORE</b>								= 16

<b>I. HPE SYSTEM PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
1)	To what extent does the Proposer describe its understanding of the work to be performed in the HPE System Operations?	K.3.j.3)a) to d)	Exhibit A, Att. II Section 11	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the HCO System Operations?	K.3.j.3)e)	Exhibit A, Att. II Section 11	4	X	.5	=	2

<b>I. HPE SYSTEM PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the System Development Guidelines?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Software Automation Tools B. Electronic Documents and Computer Generated Images C. Computer Hardware D. Communication Standards</p>	K.3.j.3)f) and K.3.j.5)l)i	Exhibit A, Att. II Section 11.3	4	X	2.0	=	8
4)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the System Availability?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. System Availability Standards B. HPE System Response Times C. Reports D. State Access to System</p>	K.3.j.3)f) and K.3.j.5)l)ii	Exhibit A, Att. II Section 11.4	4	X	2.0	=	8

<b>I. HPE SYSTEM PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
5)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements of the System Design Standards?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Document Requirement B. HPE System Documentation Deliverable Requirements C. Special Requests</p>	K.3.j.3)f) and K.3.j.5)l)iii	Exhibit A, Att. II Section 11.5	4	X	2.0	=	8
6)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for Integrated Testing?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <p>A. Integrated Test System B. Integrated Test System-State's Rights C. Integrated Test System-Contractor's Responsibility D. Integrated Test Team</p>	K.3.j.3)f) and K.3.j.5)l)iv	Exhibit A, Att. II Section 11.6	4	X	2.0	=	8

<b>I. HPE SYSTEM PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
7)	<p>To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for Change Requirements?</p> <p>At a minimum the Proposer will be expected to address its procedures for:</p> <ul style="list-style-type: none"> <li>• System Development Notices</li> <li>• Establishment of Hours</li> <li>• System Development Phases</li> <li>• System Service Request</li> </ul>	K.3.j.3)f) and K.3.j.5)l)v	Exhibit A, Att. II Section 11.7	4	X	2.0	=	8
8)	To what extent does the Proposer describe the approaches that will be taken to fulfill the requirements for Systems Group?	K.3.j.3)f) and K.3.j.5)l)v	Exhibit A, Att. II Section 11.8	4	X	2.0	=	8
<b>HPE SYSTEM PLAN SCORE</b>							=	56

<b>m. TURNOVER PLAN</b>								
	EVALUATION QUESTION	SUBMISSION REQUIREMENT	SOW REQUIREMENT	POSSIBLE POINTS AWARDED (0-4)	X	WEIGHT	=	Points Earned
1)	To what extent does the Proposer describe its understanding of the work to be performed during the Turnover Phase?	K.3.j.3)a)-d)	Exhibit A, Att. III	4	X	1.5	=	6
2)	To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Turnover Phase?	K.3.j.3)e)	Exhibit A, Att. III	4	X	.50	=	2

<b>m. TURNOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
3)	<p>To what extent does the Turnover Work Schedule include all required Turnover milestones and deliverables as required in the RFP?</p> <p>The following will be considerations in scoring:</p> <p>A. Are activities defined in the level of detail required in the RFP?</p> <p>B. Are the milestones and definitions of deliverables logical, realistic, and acceptable to the State and do they meet submission requirements?</p> <p>C. Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and State review and approval?</p>	K.3.j.3)f) and K.3.j.5)m)i	Exhibit A, Att. III Section 1.7.1	4	X	2.0	=	8
4)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Management and Planning?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Project Control and Reporting Process</p> <p>B. Turnover Management Team</p> <p>C. Training Program and Plan</p> <p>D. Personnel Reporting</p>	K.3.j.3)f) and K.3.j.5)m)ii	Exhibit A, Att. III Section 1.7.2 to 1.7.5	4	X	2.0	=	8

<b>m. TURNOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
5)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Facilities?	K.3.j.3)f) and K.3.j.5)m)iii	Exhibit A, Att. III Section 1.7.2 to 1.7.5	4	X	2.0	=	8
6)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Turnover requirements for Data Files?	K.3.j.3)f) and K.3.j.5)m)iv	Exhibit A, Att. III Section 1.7.2 to 1.7.7	4	X	2.0	=	8
7)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for Informing Materials and Mailing Functions?	K.3.j.3)f) and K.3.j.5)m)v	Exhibit A, Att. III Section 1.7.9	4	X	2.0	=	8
8)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Procedures requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Documentation B. Reports C. Records Retention D. Other Administrative Procedures</p>	K.3.j.3)f) and K.3.j.5)m)vi	Exhibit A, Att. III Section 1.7.10 to 1.7.13	4	X	2.0	=	8
9)	To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Testing requirements?	K.3.j.3)f) and K.3.j.5)m)vii	Exhibit A, Att. III Section 1.8	4	X	2.0	=	8

<b>m. TURNOVER PLAN</b>								
	<b>EVALUATION QUESTION</b>	<b>SUBMISSION REQUIREMENT</b>	<b>SOW REQUIREMENT</b>	<b>POSSIBLE POINTS AWARDED (0-4)</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>Points Earned</b>
10)	<p>To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Turnover Processing requirements?</p> <p>At a minimum the Proposer will be expected to address:</p> <p>A. Turnover Phase-Out  B. Turnover Phase-Out Work Plan and Schedule  C. Turnover Phase-Out Activities  D. Post HCO Program Operations Phase</p>	K.3.j.3)f) and K.3.j.5)m)viii	Exhibit A, Att. III Section 1.9	4	X	2.0	=	8
<b>TURNOVER PLAN SCORE</b>							<b>=</b>	<b>72</b>

**m. Total Work Plan Score**

<b>TOTAL SCORE FOR WORK PLAN</b>					
<b>WORK PLAN SECTION</b>	<b>POINTS</b>	<b>X</b>	<b>WEIGHT</b>	<b>=</b>	<b>POINTS EARNED</b>
TAKEOVER	96	X	1.0	=	96
CUSTOMER SERVICE	48	X	2.0	=	96
INFORMING MATERIALS	40	X	2.0	=	80
ENROLLMENT/DISENROLLMENT	32	X	2.0	=	36
QUALITY ASSURANCE	64	X	2.0	=	128
PROBLEM CORRECTION PROCESS	16	X	1.0	=	16
REPORTS	40	X	.5	=	20
TRAINING	24	X	.5	=	12
RECORDS RETENTION AND RETREIVAL	16	X	.75	=	12
SECURITY AND CONFIDENTIALITY	24	X	.5	=	12
DISASTER PREVENTION AND RECOVERY	16	X	.5	=	8
HPE SYSTEM	56	X	2.0	=	112
TURNOVER	72	X	1.0	=	72
<b>TOTAL WORK PLAN SCORE</b>					<b>700</b>

**P. Bid Requirements and Information****1. Nonresponsive proposals**

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause CDHS, in its sole discretion, to deem a proposal nonresponsive.

**a. Failure of a Proposer to:**

- 1) Meet DVBE participation goals or to demonstrate that a substantial Good Faith Effort (GFE) was made to meet those goals.
- 2) Meet proposal format/content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of proposals.
- 3) Pass the Required Attachment / Certification Checklist review (i.e., by not marking "Yes" to applicable items).
- 4) Submit a **mandatory** Conflict of Interest Compliance Certificate in the manner required, if applicable.

**b. If a Proposer submits a proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.****c. If a Proposer supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.****d. If CDHS discovers, at any stage of the bid process or upon Contract award, that the Proposer is unwilling or unable to comply with the Contract terms, conditions and exhibits cited in this RFP or the resulting Contract.**



- e. If other irregularities occur in a proposal response that are not specifically addressed herein (e.g., the Proposer places any conditions on performance of the scope of work, submits a counter proposal, etc.).

## 2. Proposal modifications after submission

- a. All proposals are to be complete when submitted. However, an entire proposal may be withdrawn and the Proposer may resubmit a new proposal prior to the submission deadline.
- b. To withdraw and/or resubmit a new proposal, follow the instructions appearing in the RFP section entitled, "Withdrawal and/or Resubmission of Proposals".

## 3. Proposal mistakes

If prior to contract award, award confirmation, or contract signing, a proposer discovers a mistake in its proposal and/or cost offering that renders the proposer unable or unwilling to perform all scope of work services as described in its proposal for the price/costs offered, the proposer must immediately notify CDHS and submit a written request to withdraw its proposal. Withdrawal instructions appear below.

## 4. Withdrawal and/or Resubmission of Proposals

### a. Withdrawal deadlines

A Proposer may withdraw a proposal at any time before the proposal submission deadline.

With the consent of CDHS, a proposal may be withdrawn after the proposal submission deadline. A proposal withdrawn after the submission deadline may not be resubmitted or replaced by a newly submitted proposal.

### b. Submitting a withdrawal request

- 1) Submit a written withdrawal request, signed by an authorized representative of the Proposer.
- 2) Label and submit the withdrawal request using one of the following methods.

<b>U.S. Mail:</b>	<b>Hand Delivery or Overnight Express/Courier:</b>
Withdrawal of RFP 06-55000 Steve Sodergren/Karissa Kanenaga CA Department of Health Services Office of Medi-Cal Procurement MS 4200 P.O. Box 997413 Sacramento CA 95899-7413	<b>Withdrawal of RFP 06-55000</b> Steve Sodergren/Karissa Kanenaga CA Department of Health Services Office of Medi-Cal Procurement MS 4200 1501 Capitol Avenue, 5 <sup>th</sup> Floor Sacramento CA 95814
<b>Fax:</b>	
<b>Withdrawal RFP 06-55000</b> Steve Sodergren/Karissa Kanenaga CA Department of Health Services Office of Medi-Cal Procurement Fax: (916) 440-7369	

- 3) **[For faxed withdrawal requests]** Proposers must call (916) 552-8006 to confirm receipt of a faxed withdrawal request. Follow-up the faxed request by mailing or delivering the signed original withdrawal request within 24 hours after submitting a faxed request.

An originally signed withdrawal request is generally required before CDHS will return a proposal to a Proposer. CDHS may grant an exception if the Proposer informs CDHS that a new or replacement proposal will immediately follow the withdrawal.

c. Resubmitting a proposal

After withdrawing a proposal, Proposers may resubmit a new proposal according to the proposal submission instructions. Replacement proposals must be received at the stated place of delivery by the proposal due date and time.

## 5. Contract award and protests

a. Contract award

- 1) Award of the Contract, if awarded, will be to the responsive and responsible Proposer, who earns the highest total score. The highest scored proposal will be determined after CDHS adjusts Proposer scores for applicable bidder preferences.
- 2) CDHS shall award the Contract only after CDHS posts a Notice of Intent to Award for five (5) business days. CDHS expects to post the Notice of Intent to Award before the close of business on XXXXXXX in a Contract Award Notices Binder which will be available for viewing by the public during normal business hours at the following location:

CA Department of Health Services  
Contract Management Unit  
1501 Capitol Avenue, First Floor Guard Station  
Sacramento, CA 95814

Additionally, the Notice of Intent to Award will be available for viewing at:

CA Department of Health Services  
Office of Medi-Cal Procurement  
1501 Capitol Avenue, 5<sup>th</sup> Floor  
Sacramento, CA 95814

- 3) CDHS will mail or fax a written notification and/or a copy of the Notice of Intent to Award to all firms that submitted a proposal.
- 4) CDHS will post the Intent to Award on the OMCP web page at <http://www.DHS.ca.gov/omcp>.
- 5) CDHS will confirm the Contract award to the winning Proposer after the protest deadline, if no protests are filed or following the Department of General Service's resolution of all protests. CDHS staff may confirm an award verbally or in writing.

- 6) It is intended that the Contract will be awarded within thirty (30) calendar days from the scheduled date of the Notice of Intent to Award. However, CDHS may award the Contract later, in which case bid prices will be valid for a minimum of six (6) months following the Notice of Intent to Award, or longer if agreed to by the successful Proposer and CDHS.
- 7) CDHS reserves the right to reject all bids, whether responsive or not.

b. Settlement of Ties

- 1) In the event of a precise total high score tie between a responsive proposal submitted by a certified small business or microbusiness and a responsive proposal submitted by a certified DVBE that is also a certified small business, the Contract will be awarded to the DVBE firm per Government Code Section 14838(f) et seq.
- 2) In the event of a precise total high score tie between a responsive proposal submitted by a firm that was granted non-small business subcontractor preference and a responsive proposal submitted by a certified small business or microbusiness, the Contract will be awarded to the certified small business or microbusiness.
- 3) In the event of a precise total high score tie between a responsive proposal submitted by a nonprofit veteran service agency (NVSA) that is a certified small business and a responsive proposal submitted by a certified DVBE that is also a certified small business, the contract will be awarded to the certified DVBE.
- 4) In the absence of a California law or regulation governing a specific tie, CDHS will settle all other precise total high score ties by making an award to the Proposer who earns the highest Technical Proposal score. If Technical Proposal scores are also tied, CDHS will settle the tie in a manner that CDHS determines to be fair and equitable (e.g., coin toss, lot drawing, etc.). In no event will CDHS settle a tie by dividing the work among the tied Proposers.

c. Protests

- 1) Under California Law, protests of the RFP are under the authority and jurisdiction of the State Department of General Services (DGS). The protest standards and procedures as described in this RFP are as currently understood by CDHS. In the case of any protest of this RFP, the standards and procedures as specified by DGS shall govern over any inconsistent standards or procedures described in this RFP.

2) Who can protest

Any Proposer who submits a proposal may file a protest if the Proposer believes its proposal is responsive to all RFP requirements.

3) Grounds for protests

Protests are limited to the grounds described in Public Contract Code (PCC) Section 10345. CDHS will not make an award until all protests are withdrawn by the protestant, denied, or resolved to the satisfaction of the Department of General Services (DGS).

4) Protest time lines

- a) Eligible Proposers may file a first and quite brief "Notice of Intent to Protest" within five (5) business days after CDHS posts the Notice of Intent to Award.

- b) Within five (5) calendar days after filing a “Notice of Intent to Protest”, the protestant must file a full and complete written protest statement identifying the specific grounds for the protest. The statement must contain, in detail, the reasons, law, rule, regulation, or practice that the protestant believes CDHS has improperly applied in awarding the Contract.

5) Submitting a protest

Protests must be filed with both the State Department of General Services and the Department of Health Services’ Contract Management Unit. Additionally, Proposers are requested to send a copy of the protest to California Department of Health Services’ (CDHS) Office of Medi-Cal Procurement. You may hand deliver, mail or fax your protest.

Label, address and submit the initial protest notice and detailed protest statement to the following CDHS programs using one of the following methods.

Send the protest to CDHS’ Contract Management Unit at:

<b>U.S. Mail</b>	<b>Hand Delivery or Overnight Express/Courier:</b>
<b>Protest to CDHS RFP 06-55000</b> CA Dept. of Health Services Contract Management Unit MS 1403 P.O. Box 997413 Sacramento, CA 95899-7413	<b>Protest to CDHS RFP 06-55000</b> CA Dept. of Health Services Contract Management Unit MS 1403 1501 Capitol Ave., Ste 71.2101 Sacramento CA 95814
<b>Fax:</b>	
<b>Protest to CDHS RFP 06-55000</b> CA Dept. of Health Services Contract Management Unit <b>Fax:</b> (916) 650-0110	

And, send the protest to the State Department of General Services at:

<b>U.S. Mail, Hand Delivery or Overnight Express/Courier:</b>	<b>Fax:</b>
<b>Protest to CDHS RFP 06-55000</b> Dept. of General Services Office of Legal Services Attention: Protest Coordinator 707 Third Street, 7 <sup>th</sup> Floor, Ste. 7-330 P.O. Box 989052 West Sacramento, CA 95798-9052	<b>Protest to CDHS RFP 06-55000</b> Dept. of General Services Office of Legal Services  <b>Fax:</b> (916) 376-5088

Please send a courtesy copy of the protest to CDHS' Office of Medi-Cal Procurement at:

<b>U.S. Mail:</b>	<b>Hand Delivery or Overnight Express/Courier:</b>
<b>Protest to CDHS RFP 06-55000</b> Donna Martinez CA Dept. of Health Services Office of Medi-Cal Procurement MS 4200 P.O. Box 997413 Sacramento, CA 95899-7413	<b>Protest to CDHS RFP 06-55000</b> Donna Martinez CA Dept. of Health Services Office of Medi-Cal Procurement MS 4200 1501 Capitol Avenue, 5th Floor Sacramento, CA 95899-7413
<b>Fax:</b>	
<b>Protest to CDHS RFP 06-55000</b> Donna Martinez CA Dept. of Health Services Office of Medi-Cal Procurement FAXSys: (916) 552-8006 Fax: (916) 440-7369	

### **For faxed protests**

Faxed protests must be followed-up by sending an original signed protest, with all supporting material, within one (1) calendar week of submitting the faxed protest.

### **Call the telephone numbers below to confirm your fax transmission:**

State of Department General Services	(916) 376-5080
CDHS/Contract Management Unit	(916) 650-0100
CDHS/Office of Medi-Cal Procurement	(916) 552-8006

If you choose hand delivery, allow sufficient time to locate parking and have your Protest document date/time stamped by Security personnel. Parking is especially difficult around the CDHS building on Capitol Avenue.

## **6. Disposition of proposals**

- a. All materials submitted in response to this RFP will become the property of CDHS and, as such, are subject to the Public Records Act (GC Section 6250, et seq.). CDHS will disregard any language purporting to render all or portions of any proposal confidential.
- b. Proposals are public records upon the posting of a Notice of Intent to Award. However, the contents of all proposals, draft RFPs, correspondence, agenda, memoranda, working papers, or any other medium, which discloses any aspect of a Proposer's proposal, shall be held in the strictest confidence until the award is made. CDHS shall hold the content of all working papers and discussions relating to a proposal confidential indefinitely, unless the public's interest is best served by disclosure because of its pertinence to a decision, agreement, or the evaluation of a proposal. A Proposer's disclosure of this subject is a basis for rejecting a proposal and ruling the Proposer ineligible to participate further in the bidding process.
- c. CDHS may return a proposal to a Proposer at their request and expense after CDHS concludes the bid process.

## 7. Inspecting or obtaining copies of proposals

### a. Who can inspect or copy proposal materials

Any person or member of the public can inspect or obtain copies of any proposal materials.

### b. What can be inspected / copied and when

On or after CDHS posts the Notice of Intent to Award, all proposals, letters of intent, checklists and/or scoring/evaluation sheets become public records. These records shall be available for review, inspection and copying during normal business hours for a period of three (3) months or until all protests and other legal challenges have been resolved, including any appeals there from, whichever is longer.

### c. Inspecting or obtaining copies of proposal materials

Persons wishing to view or inspect any proposal or award related materials must identify the items they wish to inspect and must make an inspection appointment by contacting Steve Sodergren/Karissa Kanenaga at (916) 552-8006.

Persons wishing to obtain copies of proposal materials may visit CDHS or mail a written request to the CDHS office identified below. The requestor must identify the items they wish to have copied. Materials will not be released from CDHS premises for the purposes of making copies.

Unless waived by CDHS, a check covering copying and/or mailing costs must accompany the request. Copying costs, when applicable, are charged at a rate of **ten cents** per page. CDHS will fulfill all copy requests as promptly as possible. Persons wishing to obtain copies of proposals in an expedited manner may also provide their own copying service at their own expense. Submit copy requests as follows:

#### **Request for Copies – RFP 06-55000**

California Department of Health Services  
Office of Medi-Cal Procurement  
MS 4200  
P.O. Box 997413  
Sacramento, CA 95899-7413

## 8. Verification of Proposer information

By submitting a proposal, Proposers agree to authorize CDHS to:

- a. Verify any and all claims made by the Proposer including, but not limited to verification of prior experience and the possession of other qualification requirements, and
- b. Check any reference identified by a Proposer or other resources known by CDHS to confirm the Proposer's business integrity and history of providing effective, efficient and timely services.

## 9. CDHS rights

In addition to the rights discussed elsewhere in this RFP, CDHS reserves the following rights.

- a. RFP corrections

- 1) CDHS reserves the right to do any of the following up to the proposal submission deadline:
  - a) Modify any date or deadline appearing in this RFP or the RFP Time Schedule.
  - b) Issue clarification notices, addenda, alternate RFP instructions, forms, etc.
  - c) Waive any RFP requirement or instruction for all Proposers if CDHS determines that the requirement or instruction was unnecessary, erroneous or unreasonable.
  - d) Allow Proposers to submit questions about any RFP change, correction or addenda. If CDHS allows such questions, specific instructions will appear in the cover letter accompanying the document.
- 2) If deemed necessary by CDHS to remedy an RFP error or defect that is not detected in a timely manner, CDHS may also issue correction notices or waive any unnecessary, erroneous, or unreasonable RFP requirement or instruction after the proposal submission deadline.
- 3) If this RFP is clarified, corrected, or modified, CDHS will mail or fax written clarification notices, administrative bulletins, and/or RFP addenda to all persons/firms who submitted the Request for Inclusion on Mailing List form (Attachment 11.5), or that call OMCP to request clarification notices, administrative bulletins, and/or RFP addenda. This information may also be obtained by accessing the Office of Medi-Cal Procurement website at <http://www.DHS.ca.gov/omcp>.

If CDHS decides, before or on the proposal due date, to extend the submission deadline, CDHS may, in its sole discretion, choose to notify potential Proposers of the extension by fax, email, or by telephone. CDHS will follow-up any verbal notice in writing by fax, email, or by mail.

b. Collecting information from Proposers/Clarification Process

- 1) If deemed necessary, CDHS may request a Proposer to submit additional documentation during or after the proposal review and evaluation process. CDHS will advise the Proposers orally, by fax or in writing of the documentation that is required and the time line for submitting the documentation. CDHS will follow-up oral instructions in writing by fax or mail. Failure to submit the required documentation by the date and time indicated may cause CDHS to deem a proposal non-responsive.
- 2) CDHS, at its sole discretion, reserves the right to collect, by mail, fax or other method; the following omitted documentation and/or additional information.
  - a) Signed copies of any form submitted without a signature.
  - b) Data or documentation omitted from any submitted RFP attachment/form.
  - c) Information/material needed to clarify or confirm certifications or claims made by a Proposer.
  - d) Information/material needed to correct or remedy an immaterial defect in a proposal.
  - e) Information needed to resolve any potential conflict of interest.

- 3) The collection of Proposer documentation may cause CDHS to extend the date for posting the Notice of Intent to Award. If CDHS changes the posting date, CDHS will advise the Proposers, orally or in writing, of the alternate posting date.
- c. Immaterial proposal defects
- 1) CDHS may waive any immaterial deviation or defect in any proposal. CDHS reserves the right to use its best judgment to determine what constitutes an immaterial deviation or defect. CDHS may, in its sole discretion, either allow the Proposer to remedy immaterial deviations or defects, or waive the need to remedy them.
  - 2) CDHS' waiver of an immaterial deviation or defect in a proposal shall in no way modify this RFP or excuse a Proposer from full compliance with all bid requirements.
- d. Correction of clerical and/or mathematical errors
- 1) CDHS reserves the right, at its sole discretion, to overlook, correct or require a Proposer to remedy any obvious clerical and/or mathematical errors occurring in the Technicala Proposal or on a Cost Proposal Bid Form.
  - 2) If the correction of an error results in an increase or decrease in the total price, CDHS shall give the Proposer the option to accept the corrected price or withdraw its proposal.
  - 3) Proposers may be required to initial corrections to costs and dollar figures on the Cost Proposal Bid Forms if the correction results in an alteration of the annual costs or total cost offered.
  - 4) If a mathematical error occurs in a total or extended price and a unit price is present, CDHS will use the unit price to settle the discrepancy.
- e. Right to remedy errors
- 1) CDHS reserves the right, at any time, to waive any RFP requirement and/or instruction for all Proposers if CDHS determines that the requirement and/or instruction was unnecessary, erroneous and/or unreasonable.
  - 2) CDHS reserves the right, at any time, to remedy errors caused by:
    - a) CDHS office equipment malfunctions or negligence by agency staff;
    - b) Natural disasters (i.e., floods, fires, earthquakes, etc.).
- f. No Contract award or RFP cancellation
- The issuance of this RFP does not constitute a commitment by CDHS to award a Contract. CDHS reserves the right to reject all proposals and to cancel this RFP if it is in the best interests of CDHS to do so.
- g. Contract amendments after award
- As provided in the Public Contract Code governing Contracts awarded by competitive bid, CDHS reserves the right to amend the Contract after CDHS makes a Contract award.



- h. Proposed use of subcontractor(s) and/or independent consultant(s)

Specific subcontract relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractor(s) and independent consultant(s)) shall not be changed during the procurement process or prior to Contract execution. The pre-identification of a subcontractor or independent consultant does not affect CDHS' right to approve personnel or staffing selections or changes made after the Contract award.

- i. Staffing changes after Contract award

CDHS reserves the right to approve or disapprove changes in key personnel that occur after CDHS awards the Contract.

## **Q. Bidding Certification Clauses**

### **1. Certificate of Independent Price Determination**

- a. The prospective Proposer certifies that:

- 1) The prices in this bid or proposal have been arrived at independently without any consultation, communication or agreement with any other Proposer, Proposer or competitor for the purpose of restricting competition relating to:
  - a) The prices or costs offered;
  - b) The intention to submit a bid or proposal; and
  - c) The methods or factors used to calculate the costs or prices offered.
- 2) The prices in this bid or proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before the bid/cost proposal opening date or date of Contract award posting, unless otherwise required by law.
- 3) No attempt has been made or will be made by the Proposer to induce any other firm or entity to submit or not to submit a bid or proposal for the purpose of restricting competition.

- b. Each signature appearing on the documents contained in this bid package/proposal is considered to be a certification by the signatory that the signatory:

Is the person in the Proposer's organization that is either responsible for determining the prices offered in this bid or proposal and/or is designated to complete the bid or proposal forms on behalf of the bidding firm, and the signatory has not participated and will not participate in any action contrary to all subsections of paragraph a.

### **2. Debarment and Suspension Certification**

- a. The Contractor certifies to the best of its knowledge and belief, that it and its principals:
  - 1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency;

- 2) Have not within a three-year (3-year) period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or Contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph a.2) of this certification; and
  - 4) Have not within a three-year (3-year) period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
  - 5) It shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction, unless authorized by CDHS.
  - 6) It will include a clause entitled "Debarment and Suspension Certification" that essentially sets forth the provisions herein, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- b. If the Contractor is unable to certify to any of the statements in this certification, the Contractor shall submit an explanation to the program funding this Contract.

### **3. Lobbying Restrictions and Disclosure**

- a. The Contractor certifies, to the best of its knowledge and belief, that:
- 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal Contract, grant, loan, or cooperative agreement.
  - 2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit federal Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
  - 3) The Contractor shall require that the contents of this certification be collected from the recipients of all subawards, exceeding one-hundred thousand dollars (\$100,000) at all tiers (including subcontracts, subgrants, etc.) and shall be maintained for three (3) years following final payment/settlement of those agreements.

- b. This certification is a material representation of fact upon which reliance was placed when this Contract was made and/or entered into. The making of the above certification is a prerequisite for making or entering into this Contract pursuant to 31 U.S.C. 1352 (45 CFR 93). Any person who fails to file the required certification shall be subject to a civil penalty of not less than ten thousand dollars (\$10,000) and not more than one-hundred thousand dollars (\$100,000) for each such failure.
- c. The Standard Form-LLL may be obtained from various federal agencies, federally sponsored World Wide Web Internet sites, CDHS upon request, or may be copied from Exhibit D(F) entitled, Special Terms and Conditions.

## **R. Preference Programs**

To confirm the identity of the highest scored responsible Proposer, CDHS will adjust the total point score for applicable claimed preference(s). CDHS will apply preference adjustments to eligible Proposers according to CDHS regulations following verification of eligibility with the appropriate office of the State Department of General Services.

### **1. Small Business / Microbusiness Preference**

- a. A responsive California small business or microbusiness proposer claiming preference and verified as a certified small business or microbusiness in a relevant business category or type will be granted a preference of five percent (5%) of the total point score earned by the responsive/responsible proposer with highest combined score, if the highest scored proposal is submitted by a non-small business. Non-small business means a responsive/responsible proposer that is not certified by the California Department of General Services as a California small business or microbusiness in a relevant business category or type. The "service" category or business type will most likely apply to this procurement. Nonprofit Veteran Service Agencies (NVSA) are to view the instructions in provision 3 of this section (Preference Programs).
- b. To be certified as a California small business or microbusiness and eligible for a bidding preference the business concern must meet CDHS' eligibility requirements and must have submitted an application for small business status no later than 5:00 p.m. on the proposal submission deadline.
- c. Firms desiring small business or microbusiness certification must obtain the appropriate Small Business Certification Application (STD 813 or other form) from the appropriate office of the Department of General Services, fully complete the application, and submit it to the Department of General Services as instructed in the application. Prospective proposing firms desiring small business certification assistance, may contact the Department of General Services by the following means:
  - 1) (916) 322-5060 (24 hour recording and mail requests), or
  - 2) (916) 375-4940 (Small business assistance) or (800) 559-5529 (live operator Central receptionist), or
  - 3) Internet address: <http://www.pd.dgs.ca.gov/smbus/default.htm> or
  - 4) Fax: (916) 375-4950, or
  - 5) Email: [osdchelp@dgs.ca.gov](mailto:osdchelp@dgs.ca.gov)

### **2. Non-Small Business Subcontractor Preference**

- a. Non-small business means a responsive/responsible proposer that is not certified by the DGS as a small business or microbusiness.

- b. If the responsive Proposer earning the highest total score is not a certified small business/microbusiness, a bid preference up to five percent (5%) is available to a responsive non-small business Proposer committing twenty-five percent (25%) small business subcontractor use of one or more small businesses. When applicable, the preference points will be calculated pursuant to the regulations in Title 2, California Code of Regulations (CCR) § 1896.8 and will be added to total score of an eligible non-small business. This preference is authorized pursuant to Title 2, CCR § 1896.2 and Government Code § 14835.
- c. If a Proposer claims the non-small business subcontractor preference, the proposal response must identify each proposed small business subcontractor that will be used, the participation percentage and dollar amount committed to each identified small business subcontractor, and substantial proof to enable verification of each subcontractor's small business status. The total small business subcontractor use must equal no less than twenty-five percent (25%) of the total cost offered.
- d. To be granted preference, each proposed small business subcontractor must possess an active small business certification issued by DGS, must perform a "commercially useful function" under the Contract and the basic functions to be performed must be identified at the time of proposal submission.
- e. Complete **Attachment 10a (Non-Small Business Subcontractor Preference Request) and Attachment 10b (Small Business Subcontractor/Supplier Acknowledgement)** to request the non-small business subcontractor preference.
- f. Refer to the RFP section entitled, "Settlement of ties" to learn how tied costs will be resolved.

### 3. Nonprofit Veteran Service Agency (NVSA) Small Business Preference

- a. Pursuant to Military and Veteran Code Section 999.50 et seq., responsive/responsible nonprofit veteran service agencies (NVSAs) claiming small business/microbusiness preference and verified as such in the relevant category or business type prior to the proposal submission due date will be granted a preference up to five percent (5%) of the highest score, if the highest scored responsive proposal is submitted by a Proposer not certified as a small business/microbusiness. The "service" category is the business type that will most likely apply to this procurement.
- b. To be eligible for the NVSA small business preference, the business concern must:
  - 1) Request small business preference at the time of proposal submission, and
  - 2) Become certified as a small business by the appropriate office of the DGS prior to the proposal submission due date.
- c. Refer to the RFP section entitled, "Settlement of ties" to learn how tied proposals will be resolved.

### 4. Local Military Base Recovery Area (LAMBRA) Act Preference

- a. LAMBRA preference may be granted for this procurement if the lowest cost offered is \$100,000 or more; if no part of the worksite is fixed by CDHS, and the proposer can demonstrate and certify, under the penalty of perjury, that 100 percent of the total labor hours required to perform the services shall be performed at an approved worksite located in a local military base recovery area. LAMBRA preference will only be applied if

- this procurement results in more than one responsive proposal receiving a passing Technical Proposal score.
- b. Proposers seeking to obtain a LAMBRA 5 percent preference must submit acquire and submit a completed STD 832 (Local Military Base Recovery Area Act for Goods and Services Solicitations) with their proposal response. The STD 832 may be accessed at this Internet site: <http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf>.
  - c. Proposers wishing to obtain more information about LAMBRA Preference should visit this website: <http://www.pd.dgs.ca.gov/edip/lambra.htm>.

## S. Contract Terms and Conditions

The winning Proposer must enter a written Contract that may contain portions of the Proposer's proposal (i.e., Cost Proposal Bid Forms, Work Plan), Scope of Work, standard Contract provisions, the Contract form, and the exhibits identified below. Other exhibits, not identified herein, may also appear in the resulting Contract.

The exhibits identified in this section contain Contract terms that require strict adherence to various laws and Contracting policies. CDHS will not accept alterations to the General Terms and Conditions (GTC), CDHS' Special Terms and Conditions, the Scope of Work, other exhibit terms/conditions, or alternate language that is proposed or submitted by a prospective Contractor. A Proposer's unwillingness or inability to agree to the proposed terms and conditions shown below or contained in any exhibit identified in this RFP may cause CDHS to deem a Proposer non-responsible and ineligible for an award. CDHS reserves the right to use the latest version of any form or exhibit listed below in the resulting agreement if a newer version is available.

The exhibits identified below illustrate many of the terms and conditions that may appear in the final agreement between CDHS and the winning Proposer. Other terms and conditions, not specified in the exhibits identified below, may also appear in the resulting agreement. Some terms and conditions are conditional and may only appear in an agreement if certain conditions exist (i.e., Contract total exceeds a certain amount, federal funding is used, etc.).

### 1. Sample Contract forms / exhibits

<u>Exhibit Label</u>	<u>Exhibit Name</u>
Exhibit A-1	Standard Agreement (1 page)
Exhibit A	Operations (x pages)
Exhibit A, Att I	Takeover (xx pages)
Exhibit A, Att II	Scope of Work (xxx pages)
Exhibit A, Att III	Additional Contract Services (xx pages)
Exhibit A, Att IV	Turnover (xx pages)
Exhibit B	Budget Detail and Payment Provisions (x pages)
Exhibit B-1	Special Payment Provisions (xx pages)
Exhibit B-2	Medi-Cal Publications Special Payment Provisions
Exhibit C - View on-line.	General Terms and Conditions (GTC 306). View or download this exhibit at this Internet site <a href="http://www.ols.dgs.ca.gov/Standard+Language/default.htm">http://www.ols.dgs.ca.gov/Standard+Language/default.htm</a> .

<u>Exhibit Label</u>	<u>Exhibit Name</u>
Exhibit D(F)	Special Terms and Conditions (xx pages)
Exhibit E	Additional Provisions (xx pages)
Exhibit E, Att I	Bid Documentation Certification (x page)
Exhibit E, Att II	Pricing Proposal Form (2 pages)
Exhibit F	Contractor's Release (x page)
Exhibit G	Travel Reimbursement Information (x pages)
Exhibit H	HIPAA Business Associate Addendum (x pages)

## **2. Unanticipated tasks**

In the event unanticipated or additional work must be performed that is not identified in this RFP, but in CDHS opinion is necessary to successfully accomplish the scope of work, CDHS will initiate a Contract amendment to add that work. All terms and conditions appearing in the final Contract including the salary/wage rates, unit rates and/or other expenses appearing on the Proposer's Budget Detail Work Sheets will apply to any additional work.

## **3. Resolution of language conflicts (RFP vs. final agreement)**

If an inconsistency or conflict arises between the terms and conditions appearing in the final agreement and the proposed terms and conditions appearing in this RFP, any inconsistency or conflict will be resolved by giving precedence to the final agreement.